


PSIS URL and load balancer alerts runbook

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 Apache should not be restarted on Front servers unless their "APACHE_Status" check is reporting Critical status

0.1 Description

As usual, OP5 sends alert notifications to the Alert Manager, and a ticket is opened which summary is similar to:

'CONTENT_psis-catcert-net-80-spt_57582' on 'APH00087_CatCert_CSS02_Monit'

'HTTPS_psis1-catcert-net_60024' on 'VM00513_Frontal2'

0.1 Checks involved

Environment	Server	Checks involved	Notes
Any	APH00087_CatCert_CSS_Monit	CONTENT_*psis*	It only implies service downtime when none of the monitored balancers is in OK Status. ie: CONTENT KO - OK: 0/2, ERROR: 2/2, UNKNOWN: 0/2
Production	VM00512_Frontal1	HTTP_psis[n]-catcert-net or HTTPS_psis[n]-catcert-net	Do not restart Apache services [n] is the jboss node causing error
Production	VM00513_Frontal2	HTTP_psis[n]-catcert-net or \nHTTPS_psis[n]-catcert-net	Do not restart Apache services [n] is the jboss node causing error
Production	VM00498_App1PSIS	JBOSS_Status	
Production	VM00499_App2PSIS	JBOSS_Status	
Production	VM00500_App3PSIS	JBOSS_Status	
Production	VM00501_App4PSIS	JBOSS_Status	

Preproduction	VM00514_Frontal1Pre	HTTP_psisbeta[n]-catcert-net or HTTPS_psisbeta[n]-catcert-net	Do not restart Apache services [n] is the jboss node causing error
Preproduction	VM00515_Frontal2Pre	HTTP_psisbeta[n]-catcert-net or HTTPS_psisbeta[n]-catcert-net	Do not restart Apache services [n] is the jboss node causing error
Preproduction	VM00507_App1PrePSIS	JBOSS_Status	
Preproduction	VM00508_App2PrePSIS	JBOSS_Status	

0.1 Runbook

Connect only the app server which is reporting the error, you may identify it by the id number on the URL checks (or if the jboss status is Critical for any of the appServers)

Example:

'HTTP_psis4-catcert-net_60016' on 'VM00512_Frontal1'. You should connect vm00501 - App4PSIS
'HTTPS_psis1-catcert-net_60024' on 'VM00513_Frontal2'. You should connect vm00498 - App1PSIS
'HTTPS_psisbeta2-catcert-net_60029' on 'VM00514_Frontal1Pre'. You should connect vm00508 - App2PrePSIS


And restart jboss service as root:

```
/etc/init.d/jboss stop
```

```
/etc/init.d/jboss start
```

 In order to make sure if service stops and starts properly we must check the application log:

```
/srv/application/logs/PsisServer/server.log
```

 The rest of the procedure is only to restart nodes out of the load balancer (only if it's required by customer):

To do so follow these instructions (This is the same procedure from PRE, just change the involved machines):

1. Connect to 'VM00512_Frontal1':

- Execute the following script specifying the APP involved (replacing X with the affected node number. ie: APP2) or ALL if you need unbalance all PSIS VirtualHosts:

```
/opt/ntteam/scripts/unbalancing_node.sh APPX
```

or

```
/opt/ntteam/scripts/unbalancing_node.sh ALL
```

2. Connect to 'VM00513_Frontal2':

- Execute the following script specifying the APP involved (replacing X with the affected node number. ie: APP2) or ALL if you need unbalance all PSIS VirtualHosts:

```
/opt/ntteam/scripts/unbalancing_node.sh APPX
```

or

```
/opt/ntteam/scripts/unbalancing_node.sh ALL
```

After executing this script in both nodes, the affected node will remain out of the load balancing. Now, you can restart the affected jboss safely.

```
/etc/init.d/jboss restart
```

After restarting it, you must add the node in the load balancing again:

1. Connect to 'VM00512_Frontal1':

- Execute the following script specifying the APP involved (replacing X with the affected node number. ie: APP2) or ALL if you need balance all PSIS VirtualHosts:

```
/opt/ntteam/scripts/balancing_node.sh APPX
```

or

```
/opt/ntteam/scripts/balancing_node.sh ALL
```

2. Connect to 'VM00513_Frontal2':

- Execute the following script specifying the APP involved (replacing X with the affected node number. ie: APP2) or ALL if you need balance all PSIS VirtualHosts:

```
/opt/ntteam/scripts/balancing_node.sh APPX
```

or

```
/opt/ntteam/scripts/balancing_node.sh ALL
```

Repeat the process for any alert on servers other than the already restarted.

Alerts related should disappear in a some of minutes, wait five minutes, and refresh the checks on OP5, if they continue on critical status, escalate to the engineering team.