## ZRE getLiveRecommendation

# Checks

* [**TLT-DC-ZRE01** HTTP getLiveRecommendation](http://10.151.12.97/naemon/cgi-bin/extinfo.cgi?type=2&host=TLT-DC-ZRE01&service=HTTP%20getLiveRecommendation&backend=328c5#pnp_th2/1625729404/1625819404)
* [**TLT-DC-ZRE01** HTTP getLiveRecommendation-VOD](http://10.151.12.97/naemon/#cgi-bin/extinfo.cgi?type=2&host=TLT-DC-ZRE01&service=HTTP%20getLiveRecommendation-VOD&backend=328c5#pnp_th2/1625729408/1625819408)
* [**TLT-DC-ZREDB01** HTTP getLiveRecommendation](http://10.151.12.97/naemon/cgi-bin/extinfo.cgi?type=2&host=TLT-DC-ZREDB01&service=HTTP%20getLiveRecommendation&backend=328c5#pnp_th2/1625731238/1625821238)
* [**TLT-DC-ZREDB01** HTTP getLiveRecommendation-VOD](http://10.151.12.97/naemon/cgi-bin/extinfo.cgi?type=2&host=TLT-DC-ZREDB01&service=HTTP%20getLiveRecommendation-VOD&backend=328c5#pnp_th2/1625731239/1625821239)

# Solução 1

Reiniciar os serviços a correr no supervisord por ssh.

curl http://admin:admin@localhost:9001/index.html?processname=zapre&amp;action=stop && sleep 1 && kill -9 $(ps aux | grep runserver.py | grep -v grep | awk {'print$2'}) && sleep 1 && curl http://admin:admin@localhost:9001/index.html?processname=zapre&amp;action=start

## Alternativa

Efetuar os passos manualmente.

* [Supervisor ZREDB01](http://admin:admin@10.151.52.194:9001/index.html?processname=zapre)
* [Supervisor ZRE01](http://admin:admin@10.151.52.195:9001/index.html?processname=zapre)

Credenciais: admin:admin

1. Stop
2. Kill kill -9 $(ps aux | grep runserver.py | grep -v grep | awk {'print$2'})
3. Start

# Solução 2

Se a solução 1 não resolver, foi os serviços de backend (PIO) que pararam.

1. Restart PIO /opt/PredictionIO/bin/pio-stop-all && /opt/PredictionIO/bin/pio-start-all
2. Restart ao screen EPG screen -DR PIO\_EPG @TODO: commando para iniciar
3. Restart ao screen VOD screen -DR PIO\_VOD @TODO: commando para iniciar
4. Continuar na Solução 1

Edited 8 months ago by [Pedro Rodrigues](https://gitlab.zap.intra/pedro.rodrigues)

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[**Nélson Ribeiro** @nelson.ribeiro](https://gitlab.zap.intra/nelson.ribeiro) · [9 months ago](https://gitlab.zap.intra/integracao/kb/issues/7#note_1183)

Solution:

* 1. Go to <http://10.151.52.195:9001/> and stop the supervisor
  2. SSH to TLT-DC-ZRE01 (10.151.52.195) verify if there is any hanged zapre process (in the printout below process 2108 and 2135 ("--port 80") and kill it/them:

# ps aux |grep python

root 2108 0.0 0.0 637200 25876 ? Sl 11:05 0:07 /opt/WebService/zapre/bin/python runserver.py --port 80 root 2135 0.7 0.0 4792764 29556 ? Sl 11:05 2:01 /opt/WebService/zapre/bin/python runserver.py --port 80 root 3127 0.0 0.0 245156 8636 ? Ss Jun08 2:48 /usr/bin/python /usr/bin/supervisord -c /etc/supervisord.conf root 3805 0.0 0.0 574204 16456 ? Ssl Jun08 1:28 /usr/bin/python2 -Es /usr/sbin/tuned -l -P root 4929 0.0 0.0 358480 28348 ? Ssl Jun08 0:00 /usr/bin/python2 -Es /usr/sbin/firewalld --nofork --nopid david.c+ 27891 0.0 0.0 112716 964 pts/1 S+ 15:31 0:00 grep --color=auto python

# kill -9

* 1. Go back to <http://10.151.52.195:9001/> and start the supervisor

Edited by [Nélson Ribeiro](https://gitlab.zap.intra/nelson.ribeiro)9 months ago

* [**Nélson Ribeiro** @nelson.ribeiro](https://gitlab.zap.intra/nelson.ribeiro) closed [9 months ago](https://gitlab.zap.intra/integracao/kb/issues/7#note_1184)
* [**José Mendes** @jose.mendes](https://gitlab.zap.intra/jose.mendes) added [Alarmistica](https://gitlab.zap.intra/integracao/kb/issues?label_name=Alarmistica) label [9 months ago](https://gitlab.zap.intra/integracao/kb/issues/7#note_90d05d37d0a4020d73e5cabfc3458120853e73f5)
* [**Pedro Rodrigues** @pedro.rodrigues](https://gitlab.zap.intra/pedro.rodrigues) changed title from **TLT-DC-ZRE01 - "HTTP/1.0 500 INTERNAL SERVER ERROR"** to **ZRE getLiveRecommendation** [8 months ago](https://gitlab.zap.intra/integracao/kb/issues/7#note_1460)