

Troubleshooting Ezmeral Unified Analytics (UA) cluster issues following a graceful shutdown and restart

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Most of the pods in EZUA went to CrashLoopBackOff status after a graceful shutdown and restart of the UA cluster.

Airflow ezappconfig went into an error state after reinstalling it using ezappconfig yaml.

```
superset]$ kubectl get ezappconfigs.ezconfig.hpe.ezaf.com
NAME                STATUS      APPNAME    CHARTVERSION  VERSION
airflow-ezappconf   error      airflow    0.0.0-0       0.0.0-0
```

Environment

Ezmeral Unified Analytics 1.3
RHEL 8.8

Cause

Graceful Shutdown of Unified Analytics Cluster

Resolution

Superset Recovery:

- Superset remained stuck due to corrupted tables in database from the shutdown.
- A complete reinstall using **ezappconfig** successfully resolved the Superset issue.
- Even we tried deleting the postgres pvc and start but due to the missing init db pod the required tables and database is not creating and hence we went for complete reinstallation of ezappconfig

Airflow Recovery:

- An initial attempt to reinstall Airflow using **ezappconfig** failed.
- **kubectl get ezappconfig** confirmed no pods were installed.
- Investigation revealed an error in the **ezapp-system** job logs:
 - "chartmuseum" has been added to your repositories
 - Error: INSTALLATION FAILED: failed to download "chartmuseum/airflow" at version "1.0.19"
- Checking **chartmuseum** pod we have identified a storage socket connection error in it.
- Restarting the **chartmuseum** pod resolved the storage volume issue.
- A subsequent reinstall of Airflow using **ezappconfig** was successful, and Airflow returned to normal operation.

```
superset]$ kubectl get pods -A | grep airflow
af-base-postgres-0                1/1      Run
af-cluster-airflowui-0            2/2      Run
af-cluster-scheduler-0            2/2      Run
af-cluster-statsd-74b4b899d5-m7vj7 1/1      Run
airflowop-controller-manager-0    1/1      Run
airflow-1-1-4-install-272231989-fvtd5 0/1      Com
```

Summary:

The EZUA cluster reboot caused issues with the Superset and Airflow due to corrupted tables and a **chartmuseum** storage issue. By utilizing **ezappconfig** for reinstallations and troubleshooting **chartmuseum**, both applications were successfully recovered.