vm-mslurm1 can't start on isma11

Imprimé par : AYOUB HAOUD (ayoub.haoud@atos.net), 20.09.2023 05:55:12 (+2)

État	fermé	**Âge**	1749 j 13 h
File	L2::HPC	**Créé**	05.12.2018 16:07:23 (+2)
Verrouiller	déverrouillé	**Créé par**	Schwenke, Oleg
Code client	30534	**Temp passé**	66
Propriétaire	A456398 (Jacques Valot)		
Responsable	A630297 (Oleg Schwenke)		
Type	Support::Incident		
Service	Support SW::HPC::Cluster Management		
SLA	STD/WARR 8am-6pm M-F GMT+2		
Criticité:	3 normal		
Impact:	3 normal		
Priorité:	3 normal		

Champs dynamiques des tickets

Company Name:	Technische Universität Dresden
Adresse:	Noethnitzer Str. 46a
Code postal:	01187
Ville:	Dresden
Description:	bullx R421-E4 1U - no CPU, GPU
Serial #:	XAN-SY0-00066

Objets liés

Normal:	2072714
	FAQ#20008729: Cisco Komponenten beim HPC-Kunden TU-Dresden

Information client

Titre:	Mr
Prénom:	Generic
Nom:	Technische Universitaet Dresden DEH291
Identifiant:	generic_technische_universitaet_dresden
E-mail:	technische_universitaet_dresden@generic-30534.bull.com
Code:	DEH291
Entreprise:	Technische Universität Dresden
Rue:	Zentraler Rechnungseingang
Code postal:	01062
Ville:	Dresden
Pays:	GERMANY
Warehouse:	85

Articles

#1

De:	technische_universitaet_dresden@generic-30534.bull.com,
À:	L2::HPC
Temp passé:	10
Sujet:	vm-mslurm1 can't start on isma11
Créé:	05.12.2018 16:07:24 (+2) par client
Type:	téléphone

```
Hello Team,
vm-mslurm1 is running as resource only on isma10 and can't be migrated to
isma11.
In this case HA no longer works. And the risk exists that several resources
are no longer running and production is endangered.
please help.
regards
oleg
```

De:	"Philippe Desdimanche" <philippe.desdimanche@atos.net>
À:	Oleg Schwenke <oleg.schwenke@atos.net>
Temp passé:	3
Sujet:	service updated
Créé:	05.12.2018 16:16:16 (+2) par opérateur
Type:	Note externe

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De:	Bull Tickets <support@tickets.bull.com>
À:	technische_universitaet_dresden@generic-30534.bull.com
Sujet:	[Ticket#181205-BS0192] New note in one of your tickets
Créé:	05.12.2018 16:16:17 (+2) par système
Type:	email-notification-ext

```
TICKET_Number: 181205-BS0192
TICKET_Title: vm-mslurm1 can't start on isma11
Customer: - - / 30534 / Generic Technische Universitaet Dresden DEH291

https://tickets.bull.com/otrs/customer.pl?Action=CustomerTicketZoom;TicketNumber=181205-BS0192
```

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De:	"Jacques Valot" <jacques.valot@atos.net>
À:	Oleg Schwenke <oleg.schwenke@atos.net>
Temp passé:	2
Sujet:	New owner: Valot, Jacques
Créé:	05.12.2018 18:46:46 (+2) par opérateur
Type:	Note interne

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De:	"Jacques Valot" <jacques.valot@atos.net>
À:	Oleg Schwenke <oleg.schwenke@atos.net>
Temp passé:	3
Sujet:	Need more information !!!!
Créé:	05.12.2018 18:50:00 (+2) par opérateur
Type:	Note interne

```
Hi Oleg,

sorry but we can't help you without more information !
There is nothing in this ticket to try to understand where is the origin of
this problem and what's happen !!!

We need to fulfill the following template if we need to create a ticket to the
L3 support:
So you can see that it's important to give a lot of information !
===============
* Problem description
 * Problem description
 * Expectation of level 2
 * Recent changes to software/hardware configuration
 * Work done

* System information
 * Hardware configuration
 * OS version
 * Relevant software installed
 * Information on 3rd party software/hardware
 * Location of dumps and related information (if available)

* Impact of the problem
 * Impact of the problem on the customer
 * Business case if thought necessary
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1.
First of all, we need
- the SCS5 version
- rpm version for some packages like pcs, pacemaker, slurm, … or a complete
'rpm qa' output.
```