

Connectivity - RgManager Not running on Nodes

Last updated by | Keith Elmore | Aug 5, 2020 at 1:39 PM PDT

Contents

- [Scenario](#)
- [Background](#)
- [Repair Items – DON'T SHARE EXTERNALLY](#)

Scenario

We have hit a few CRIs and many LSIs in some regions, which complained of users not being able to connect to their database(s). These problems were narrowed down to a condition in which a critical service (that runs on every node) was not starting on some nodes.

Background

SQL DB has a service running on each node (RGMGR) which is responsible for managing the resources (CPU, memory, DISK, etc.) on a node. There is another service (SOCKDUP) which is responsible for allowing user connection requests to connect to the appropriate SQL instance. Each service that starts on a node has to register with RGMGR for its resource allocation. SOCKDUP has to do this as well. Additionally, each SQL instance on the node also has to register with SOCKDUP so connection requests to it can be completed.

We identified an issue that was causing RGMGR to hang during startup. Once this happened, if SOCKDUP had restarted (for some independent reason) it will not be able to register with RGMGR. If SOCKDUP can't register with RGMGR, it won't be able to start. This means, none of the SQL instances on the node will be able to register with SOCKDUP. This results in the databases not being reachable.

[\(Please review the repair item for current status\)](#)

Repair Items – DON'T SHARE EXTERNALLY

Short Term (<= 2 weeks)

1. If RGMGR is not running, ensure no service is acting a primary. This fix is in code review.

| | | | | | | |
|-------------------------|---------------------------------------|--------|-------|--------|--|--|
| 9364956 | Link SQL lifetime to xdbhost lifetime | Defect | ajayk | Active | | |
|-------------------------|---------------------------------------|--------|-------|--------|--|--|

2. Aggressively triage and fix all causes of [Sev3] IsNodeWideServiceAliveAlert. The alert has been hardened. We're rolling out the fix for this issue.

| | | | | | | |
|-------------------------|-----------------------------------|--------|---------|--------|--|--|
| 9365060 | Defer DirectoryQuotaManager setup | Defect | paarora | Active | | |
|-------------------------|-----------------------------------|--------|---------|--------|--|--|

Medium Term

1. Backup health reporting for RgManager. This fix is in development.

| | | | | | | |
|-------------------------|---|--------|-------|--------|--|--|
| 9379525 | Alternate health report: Emit 5minute heartbeat from RgManager via SF health property | Defect | ajayk | Active | | |
|-------------------------|---|--------|-------|--------|--|--|

How good have you found this content?

