Standard Operating Procedure

*Metrics Pods Not Restarting*

## PURPOSE

The purpose of this standard operating procedure (SOP) is to provide a detailed step-by-step procedure to fix metrics pods not restarting.

## PROCEDURE

1. Try deleting Metrics pods which are crashed. Pods should come up.

oc project openshift-infra

oc get pods

oc delete pods <pod name>

Check the logs to see the issue

oc logs -f <pod name>

If still pods are not coming up try delete pods one by one:

* 1. Delete Hawkular Cassandra pods. This also takes a while to start up again due to the Cassandra DB volume:

oc delete pods <hawkular cassandra pod name>

* 1. Delete heapster pods:

oc delete pods <heapster pod name>

* 1. Delete Hawkular Metrics pods:

oc delete pods <hawkular metrics pod name>

1. If pods do not come up locate the nfs server metrics is using. **This is only applicable in Cloud Red (not in AWS).** AWS has EmptyDir listed in PV as it uses EFS instead of NFS. Deleting pods should be sufficient for AWS.

List all rc of openshift-infra project:

oc project openshift-infra

oc get rc

NAME                   DESIRED   CURRENT   AGE

hawkular-cassandra-1   1         1         1y

hawkular-metrics       1         1         1y

heapster               1         1         1y

Locate pvc that is used openshift-infra project

oc describe rc/hawkular-cassandra-1

Check under Volumes section for cassandra-data volume is using which pvc:

Volumes:

cassandra-data:

Type:  PersistentVolumeClaim (a reference to a PersistentVolumeClaim in the same namespace)

ClaimName:  <pvc name>

Read-only:  false

Describe pvc:

oc describe pvc/<pvc name>

Check under volume parameter for pv name:

Volume:         <pv name>

Describe pv:

oc describe pv/<pv name>

Find server IP and path:

i.e.

Server:  10.224.211.95

Path:  /u20

1. Delete nfs metrics data and try deleting pods again. Pods should come up now.

ssh nfs server IP:

ssh root@serverip

Go to path (i.e. u20)

If space is there on server, move metrics data to some other place for prod.

For devtest and perf delete metrics data directly by deleting all folders under u20

Again, delete pods in sequence mentioned in step 1.

Hawkular-metrics pods should come up now.

1. Validate the metrics are working by looking at OpenShift console and going to openshift-infra.

## VALIDATION

Follow the validation steps in “Procedure”.

Double check that “Metrics service started” message shows:

oc logs <hawkular metrics name> -n openshift-infra | grep Metrics

[org.hawkular.metrics.api.jaxrs.MetricsServiceLifecycle] (metricsservice-lifecycle-thread) HAWKMETRICS200005: Metrics service started

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