**# CivicData.com Restart Solutions**

**## SOLR Error**

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**- @Version: 1.0.0**

**- @Date: 2015-03-19**

**- @State Description: Only let the server running. We will continue to follow up and fix it.**

**Error Description:**

```

[error] org.apache.lucene.store.LockObtainFailedException: Lock obtain timed out: NativeFSLock@/var/lib/solr/data/index/write.lock

```

**Apache logs:**

```

[Tue Mar 17 05:16:30 2015] [error] org.apache.lucene.store.LockObtainFailedException: Lock obtain timed out: NativeFSLock@/var/lib/solr/data/index/write.lock

[Tue Mar 17 05:16:30 2015] [error] SearchIndexError: Solr returned an error: 500 Lock obtain timed out: NativeFSLock@/var/lib/solr/data/index/write.lock org.apache.lucene.store.LockObtainFailedException: Lock obtain timed out: NativeFSLock@/var/lib/solr/data/index/write.lock org.apache.lucene.store.Lock.obtain(Lock.java:84) org.apache.lucene.index.IndexWriter.<init>(IndexWriter.java:1098) org.apache.solr.update.SolrIndexWriter.<init>(SolrIndexWriter.java:84) org.apache.solr.update.UpdateHandler.createMainIndexWriter(UpdateHandler.java:101) org.apache.solr.update.DirectUpdateHandler2.openWriter(DirectUpdateHandler2.java:171) org.apache.solr.update.DirectUpdateHandler2.addDoc(DirectUpdateHandler2.java:219) org.apache.solr.update.processor.RunUpdateProcessor.processAdd(RunUpdateProcessorFactory.java:61) org.apache.solr.update.processor.LogUpdateProcessor.processAdd(LogUpdateProcessorFactory.java:115)

org.apache.solr.handler.XMLLoader.processUpdate(XMLLoader.java:157) org.apache.solr.handler.XMLLoader.load(XMLLoader.java:79) org.apache.solr.handler.ContentStreamHandlerBase.handleRequestBody(ContentStreamHandlerBase.java:58) org.apache.solr.handler.RequestHandlerBase.handleRequest(RequestHandlerBase.java:129) org.apache.solr.core.SolrCore.execute(SolrCore.java:1376) org.apache.solr.servlet.SolrDispatchFilter.execute(SolrDispatchFilter.java:365) org.apache.solr.servlet.SolrDispatchFilter.doFilter(SolrDispatchFilter.java:260) org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157) org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:388) org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216) org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:182) org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:766) org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:418) org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:230) org.mortbay.jetty.handler.HandlerCollection.han - <html>

[Tue Mar 17 05:16:30 2015] [error] <title>Error 500 Lock obtain timed out: NativeFSLock@/var/lib/solr/data/index/write.lock

```

**Solutions:**

**Step 1. Logged into SOLR server**

```

host: civicdatadb.cloudapp.net

user: opendatadb

pass: Accela123!

```

**Step 2. Delete write.lock file**

```

sudo su #(need root user)

rm /var/lib/solr/data/index/write.lock #(please check it's exist.)

```

**Step 3. Restart JETTY server**

```

service jetty restart #(root user)

sudo service jetty restart #(opendatadb user)

```

Now, if CivicData sites don’t visit, please restart DB and apache server.

**DB:** same server with SOLR

**COMMAND**: sudo service postgresql restart

**PROD1**:

host: civicdataprod1.cloudapp.net

user: opendata

pass: Accela123!

**COMMAND**: sudo service apache2 restart

**PROD2**:

host: civicdataprod2.cloudapp.net

user: opendata

pass: Accela123!

**COMMAND**: sudo service apache2 restart