



# **Troubleshoot Server Manager**

## **StorageGRID**

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# Troubleshoot Server Manager

## Access Server Manager log file

If a problem arises when using Server Manager, check its log file.

Error messages related to Server Manager are captured in the Server Manager log file, which is located at:  
`/var/local/log/servermanager.log`

Check this file for error messages regarding failures. Escalate the issue to technical support if required. You might be asked to forward log files to technical support.

## Service with an error state

If you detect that a service has entered an error state, attempt to restart the service.

### What you'll need

You must have the `Passwords.txt` file.

### About this task

Server Manager monitors services and restarts any that have stopped unexpectedly. If a service fails, Server Manager attempts to restart it. If there are three failed attempts to start a service within five minutes, the service enters an error state. Server Manager does not attempt another restart.

### Steps

1. Log in to the grid node:
  - a. Enter the following command: `ssh admin@grid_node_IP`
  - b. Enter the password listed in the `Passwords.txt` file.
  - c. Enter the following command to switch to root: `su -`
  - d. Enter the password listed in the `Passwords.txt` file.

When you are logged in as root, the prompt changes from `$` to `#`.

2. Confirm the error state of the service: `service servicename status`

For example:

```
service ldr status
```

If the service is in an error state, the following message is returned: `servicename in error state`.  
For example:

```
ldr in error state
```



If the service status is disabled, see the instructions for [removing a DoNotStart file for a service](#).

3. Attempt to remove the error state by restarting the service: `service servicename restart`

If the service fails to restart, contact technical support.

4. Log out of the command shell: `exit`

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