**General Troubleshooting**

All HA clusters will be monitored using Dynatrace. Dynatrace will be setup to parse HA log files and send alerts to HCL\_UNIX for further investigation. The two log files currently be monitored are:

/var/log/pcmk\_alert\_file.log

/var/log/cluster/corosync.log

You can also look at /var/log/messages to help troubleshoot issues.

These logs are going show possible issues with clustering, resource group(s), resource agents, and fencing agents. The first thing to do during basic troubleshooting is to check the status of the cluster itself.

pcs status

This will show you the entire resource group(s) and any issues with cluster components. These issues could be anything ranging from ‘Pending Resource Actions’ to ‘Failed Resource Actions’.

NOTE: There is currently a RedHat bug #1787749 that will show outstanding ‘Pending Fencing Actions’ that will not clear. This will be fixed in a future package update.



Failed Resource Actions sometimes must be cleared before the resources can be restarted.



pcs resource cleanup

If there are no ‘Pending Resource Actions’ or ‘Failed Resource Actions’, but an individual resource shows as stopped, you need to try and start that resource before continuing further troubleshooting.

pcs resource debug-start <resource>

pcs resource debug-stop <resource>

pcs resource debug-monitor <resource>

pcs resource failcount show <resource>

There are (at this time) three different Fencing resource currently running on HCSC servers.

* Virtual Servers – fence\_vmware\_rest
* Physical Servers – fence\_ilo5\_ssh, fence\_mpath

If any of these resources are in a stopped state, you can try to disable/enable them to get them running again.

pcs stonith disable <resource>

pcs stonith enable <resource>

pcs stonith refresh <resource>

After resources are restarted, you can remove all outstanding Failed Resource Actions

pcs stonith history cleanup

pcs resource cleanup