Hi Amlesh,

CPT was able to conduct RCA based on the log collected, and the information that the customer made available.

Analysis:

During the log review, we observed /var/log/syslog file and found that this system froze solid at 13:09:01 on the 16th of June.

Jun 16 12:59:01 PER01HCS1UCDM01 CRON[20321]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:00:01 PER01HCS1UCDM01 CRON[21278]: (root) CMD (/usr/bin/ps\_mem --report)

Jun 16 13:00:01 PER01HCS1UCDM01 CRON[21279]: (root) CMD (bash -c "voss-crm-cleanup --verbose --cron >> /var/log/corosync.log")

Jun 16 13:00:01 PER01HCS1UCDM01 CRON[21280]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:01:01 PER01HCS1UCDM01 CRON[22338]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:02:01 PER01HCS1UCDM01 CRON[23315]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:02:01 PER01HCS1UCDM01 CRON[23316]: (root) CMD (bash -c "voss-crm-cleanup --verbose --cron >> /var/log/corosync.log")

Jun 16 13:03:01 PER01HCS1UCDM01 CRON[24231]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:04:01 PER01HCS1UCDM01 CRON[25181]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:04:01 PER01HCS1UCDM01 CRON[25182]: (root) CMD (bash -c "voss-crm-cleanup --verbose --cron >> /var/log/corosync.log")

Jun 16 13:05:01 PER01HCS1UCDM01 CRON[26099]: (root) CMD (command -v debian-sa1 > /dev/null && debian-sa1 1 1)

Jun 16 13:05:01 PER01HCS1UCDM01 CRON[26100]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:06:01 PER01HCS1UCDM01 CRON[27032]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:06:01 PER01HCS1UCDM01 CRON[27033]: (root) CMD (bash -c "voss-crm-cleanup --verbose --cron >> /var/log/corosync.log")

Jun 16 13:07:01 PER01HCS1UCDM01 CRON[27950]: (root) CMD (/usr/bin/voss-mem\_check.sh)

Jun 16 13:08:01 PER01HCS1UCDM01 CRON[28899]: (root) CMD (bash -c "voss-crm-cleanup --verbose --cron >> /var/log/corosync.log")

Jun 16 13:08:01 PER01HCS1UCDM01 CRON[28900]: (root) CMD (/usr/bin/voss-mem\_check.sh)

**Jun 16 13:09:01 PER01HCS1UCDM01 CRON[29826]: (root) CMD (/usr/bin/voss-mem\_check.sh)**

**Jun 16 23:29:45 PER01HCS1UCDM01 kernel: imklog 4.2.0, log source = /proc/kmsg started.**

Jun 16 23:29:45 PER01HCS1UCDM01 rsyslogd: [origin software="rsyslogd" swVersion="4.2.0" x-pid="865" x-info="[http://www.rsyslog.com](http://www.rsyslog.com/)"] (re)start

Jun 16 23:29:45 PER01HCS1UCDM01 rsyslogd: rsyslogd's groupid changed to 103

Jun 16 23:29:45 PER01HCS1UCDM01 rsyslogd: rsyslogd's userid changed to 101

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Initializing cgroup subsys cpuset

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Initializing cgroup subsys cpu

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Linux version 2.6.32-60-server (buildd@brownie) (gcc version 4.4.3 (Ubuntu 4.4.3-4ubuntu5.1) ) #122-Ubuntu SMP Wed May 7 20:24:24 UTC 2014 (Ubuntu 2.6.32-60.122-server 2.6.32.61+drm33.26)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Command line: BOOT\_IMAGE=/boot/vmlinuz-2.6.32-60-server root=UUID=c825abb0-edea-4d6a-ab87-c0c69a071a5e ro crashkernel=384M-2G:64M,2G-:128M quiet

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] KERNEL supported cpus:

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Intel GenuineIntel

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] AMD AuthenticAMD

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] Centaur CentaurHauls

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-provided physical RAM map:

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 0000000000000000 - 000000000009f800 (usable)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 000000000009f800 - 00000000000a0000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000000ca000 - 00000000000cc000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000000dc000 - 0000000000100000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 0000000000100000 - 00000000bfef0000 (usable)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000bfef0000 - 00000000bfeff000 (ACPI data)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000bfeff000 - 00000000bff00000 (ACPI NVS)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000bff00000 - 00000000c0000000 (usable)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000e8000000 - 00000000f0000000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000fec00000 - 00000000fec10000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000fee00000 - 00000000fee01000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 00000000fffe0000 - 0000000100000000 (reserved)

Jun 16 23:29:45 PER01HCS1UCDM01 kernel: [ 0.000000] BIOS-e820: 0000000100000000 - 0000000840000000 (usable)

**Summary:**

This is the only outage I can find in this log and all the other logs, I have checked show the same outage period by nothing being logged. The only information I can find is this "Server completely inaccessible. Forced reset on VMserver.” I can only assume that no form of network originated access was successful, and that the console under VSphere was completely unresponsive. This assumption, along with the logs cutting off so clean, point towards the actual VM host encountering some form of resource issue which froze up the guests.