Gisaf - Support #13952

Gisaf isn't Connecting

23/04/2022 16:48 - Selvarani C

Status:	Resolved		Start date:	23/04/2022
Priority:	Normal		Due date:	
Assignee:	Philippe May		% Done:	0%
Category:			Estimated time:	0.00 hour
Target version:			Spent time:	0.00 hour

Description

Hi Philippe,

Gisaf isn't connecting. So please check.

History

#1 - 23/04/2022 17:11 - Philippe May

The server is not reachable at all. Is it up?

In general when you create a ticket mentioning that Gisaf is "not working"/"not connecting", please mention some information that could be helpful like:

- if you checked that the server's light is on
- if some electrical or networking issue happened in CSR at that time
- when was this noticed

Thanks!

#2 - 25/04/2022 09:54 - Selvarani C

- File Gisaf isn_t connecting.png added

- Yes, the server light is on.
- No, electrical and network issue was not happened.
- it was noticed at Saturday 4.30 pm. but Morning is was worked.

And also i have attached the snapshot of Gisaf page for your reference.

Thanks.

#3 - 25/04/2022 11:11 - Philippe May

Found the server with the power light on, but no gign of life. Restarted it, had to fsck /dev/sdd2 and start the gisdb domU manually => all fine.

Investigation of the problem: i found in the server's logs (journalctl -b -1), for Saturday at 1PM:

```
Apr 23 12:59:20 dream systemd-logind[849]: Suspend key pressed.
Apr 23 12:59:20 dream systemd-logind[849]: Suspending...
Apr 23 12:59:20 dream systemd[1]: Reached target Sleep.
Apr 23 12:59:20 dream systemd[1]: Starting Suspend...
```

```
Apr 23 12:59:20 dream systemd-sleep[155839]: Suspending system...
Apr 23 12:59:20 dream kernel: PM: suspend entry (s2idle)
```

"Suspend key pressed" is a very strange message: how did that happen?

#4 - 25/04/2022 11:27 - Philippe May

- Status changed from New to Resolved

To prevent the same issue to happen again, i disabled the sleep/suspend/hibernate modes (https://wiki.debian.org/Suspend)

```
root@dream:~# systemctl mask sleep.target suspend.target hibernate.target hybrid-sleep.target
Created symlink /etc/systemd/system/sleep.target → /dev/null.
Created symlink /etc/systemd/system/suspend.target → /dev/null.
Created symlink /etc/systemd/system/hibernate.target → /dev/null.
Created symlink /etc/systemd/system/hybrid-sleep.target → /dev/null.
```

Files

Gisaf isn_t connecting.png	75 KB	23/04/2022		Selvarani C
Gisaf isn_t connecting.png	75 KB	25/04/2022		Selvarani C