
Subject: Re: OpenVZ Hangs on PAE Kernel
Posted by [WireSix](#) on Tue, 28 Aug 2007 03:58:55 GMT
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Q: is the node accessible via ssh?

A: no, entirely offline, unpingable

Q: is the node pingable?

A: see above

Q: what happened on active shells? do you have any reaction on keyboard?

A: nothing, totally dead

Q: do you have local console? could you try to use Magic Sysrq keys?

A: KVM/IP is available, absolutely no response, also tried on local console, no response

Q: could you please attach remote console (serial- or netconsole) to node log collection?

A: installed and netconsole had no output different from true console.

vaverin wrote on Mon, 13 August 2007 01:45Hi Ryan,

Could you please describe the node state in more details:

- is the node accessible via ssh?

- is the node pingable?

- what happened on active shells? do you have any reaction on keyboard?

- do you have local console? could you try to use Magic Sysrq keys?

http://wiki.openvz.org/Magic_SysRq_Key

- could you please attach remote console (serial- or netconsole) to node log collection?

http://wiki.openvz.org/Remote_console_setup

Is the problem reproduceable?

In general in case of node hangs the troubleshooting procedure is following:

- attach remote console and tune the node logs collection

- reproduce the hang

- describe the node state by using Magic SysRq keys:

We need to know:

"Show Pc" (alt+sysrq+p) -- several times

"Show CPUs" (alt+sysrq+w) -- several times too

This debug describes the state of CPUs, what the tasks they executed.

Then please press "Show Tasks" (alt+sysrq+t). this debug outputs information about all the tasks on the node and it may take a lot of time, up to several minutes or even more, depending on number of processes running on your node. It is most important information, and it should be

collected without the loss. In case of local logs some part of this information is loses, that why it's important to attach the remote console to the node.

Then please press again alt+sysrq+p and alt+sysrq+w again, then "Show Mem" (alt+sysrq+m) and "Show Vsched" (alt+sysrq+V).

Now you can reboot the node and send the colected logs to us, via attachement or via bugzilla: <http://bugzilla.openvz.org/>

thank you,
Vasily Averin
