
Subject: The vps is locked by another user
Posted by [gozargah](#) on Wed, 30 Jul 2008 10:09:37 GMT
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Hello,

I have following error when i try to start some of our vps:

The vps konkoor87.vm is locked by another user. This would also be because you had interrupted an earlier activity that would take long time to complete. HyperVM has waited 15 seconds for the other process to finish. Please try after sometime.

I cant start vps with following too:

```
vzctl --skiplock start 380
```

and see following:

```
Starting VE ...
```

```
vzquota : (error) can't lock quota file, some quota operations are performing for id 380  
vzquota on failed [7]
```

I see following in /vz/lock too:

```
310.lck 320.lck 330.lck 370.lck 380.lck
```

How can resolve this issue?

Thanks

Subject: Re: The vps is locked by another user
Posted by [maratrus](#) on Wed, 30 Jul 2008 11:09:17 GMT
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Hi,

try this:

```
vzctl stop 380
```

```
vzquota off 380 (vzquota -f off 380).
```

Subject: Re: The vps is locked by another user
Posted by [gozargah](#) on Wed, 30 Jul 2008 11:16:25 GMT
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Hi,

Thank for reply, but its not resolve my issue too:

```
[root@##### ~]# vzctl stop 380
VE already locked
```

```
[root@##### ~]# vzquota off 380
vzquota : (error) can't lock quota file, some quota operations are performing for id 380
```

Do you have any idea?

Subject: Re: The vps is locked by another user
Posted by [maratrus](#) on Wed, 30 Jul 2008 11:49:52 GMT
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Hi,

Is it possible to remove 380.lck file and then "vzquota drop 380"? Then quota must be recalculated.

Subject: Re: The vps is locked by another user
Posted by [gozargah](#) on Wed, 30 Jul 2008 11:53:08 GMT
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It's not ok too:

```
[root@ lock]# rm -rf 380.lck
You have new mail in /var/spool/mail/root
[root@ lock]# ls
320.lck 330.lck
[root@m5088 lock]# vzquota drop 380
vzquota : (error) can't lock quota file, some quota operations are performing for id 380
```

Subject: Re: The vps is locked by another user
Posted by [maratrus](#) on Wed, 30 Jul 2008 12:37:52 GMT
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Hi,

You shouldn't have been simply delete the file.

Ok,
1. Could you possibly show:
cat 320.lck

cat 330.lck

there should be some numbers.

could you please the check:

ls /proc/number

ps aux | grep number

Subject: Re: The vps is locked by another user

Posted by [gozargah](#) on Wed, 30 Jul 2008 13:03:26 GMT

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```
[root@ 23408]# ls /proc/23408
```

```
auxv  cwd  fd  maps  mountstats  oom_score  smaps  status
cmdline  environ  io  mem  numa_maps  root  stat  task
cpuset  exe  loginuid  mounts  oom_adj  schedstat  statm  wchan
```

```
[root@m5088 23408]# ps aux | grep 23408
```

```
root  4324  0.0  0.0  61120  740 pts/2  S+  16:00  0:00  grep 23408
nobody  6544  0.0  0.1  23408  9960 ?      SN  15:49  0:00  /usr/local/apache/bin/httpd -k start
-DSSL
root  23408  0.0  0.0  9080  740 pts/1  S+  15:20  0:00  vzctl start 380
```

Special thanks for your help.

Subject: Re: The vps is locked by another user

Posted by [maratrus](#) on Wed, 30 Jul 2008 13:15:54 GMT

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Hi,

1.

Quote:

```
root 23408 0.0 0.0 9080 740 pts/1 S+ 15:20 0:00 vzctl start 380
```

Somebody tries to start VE 380?

2.

please show;

```
cat /proc/23408/wchan
```

```
strace -p 23408 (wait a few minutes).
```

Subject: Re: The vps is locked by another user
Posted by [gozargah](#) on Wed, 30 Jul 2008 13:28:52 GMT
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1- Yes, it me. im use "vzctl start 380" after reboot server for start this vps and see:
[root@ ~]# vzctl start 380
Starting VE ...
vzquota : (warning) Incorrect quota shutdown for id 380, recalculating disk usage

But its taking unusally long time for recalculating disk usage and ctrl+c is not work for cacle this command too.

2- A) cat: do_wait
B) strace: Process 23408 attached - interrupt to quit wait4(23423, 0x7fff9da80e84, 0, NULL) = ? ERESTARTSYS (To be restarted)
--- SIGINT (Interrupt) @ 0 (0) ---
wait4(23423, 0x7fff9da80e84, 0, NULL) = ? ERESTARTSYS (To be restarted)
--- SIGINT (Interrupt) @ 0 (0) ---
wait4(23423, 0x7fff9da80e84, 0, NULL) = ? ERESTARTSYS (To be restarted)
--- SIGINT (Interrupt) @ 0 (0) ---
wait4(23423,

Subject: Re: The vps is locked by another user
Posted by [maratrus](#) on Wed, 30 Jul 2008 13:52:06 GMT
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Hi,

1.
recalculating disk usage - may be a very long process.
May be it worth waiting.
If this process doesn't wake up you can get the call trace of vzctl process via Alt-SysRq-T command but it shows a lot of information so there is a chance that syslog won't save appropriate information in /var/log/messages. If you want you can set serial console.

2.
More radical way is killing vzctl process.
I don't know if it helps. But you can try.
Try to off and drop quota after killing vzctl (vzquota off 380 (or vzquota off 380 -f), vzquota drop 380). Then try to start again.

by the way could you please estimate disk space of that VE. Is it huge?

Subject: Re: The vps is locked by another user

Posted by [gozargah](#) on Wed, 30 Jul 2008 13:59:18 GMT

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Hi,

Thank you very much.

Problem resolved after i killing vzctl process and stop vzquota and start vzctl for 380.

Thank you again.
