

Forum:[Hack Forums](#)

Thread: [Maintenance Today](#)

Omniscient - September 18, 2016, 11:48 am

Because of two kernel panic crashes this week I am working on a server which may cause us to go offline for brief periods (10-30 minutes).

I have to eliminate software updates as an excuse for the crashes before I contact the datacenter about a possible hardware failure.

Hopefully it won't be too bad and hopefully all goes well.

Thanks.

DevNet - September 18, 2016, 11:48 am

You really should look into CI man..

Katarina Du Couteau - September 18, 2016, 11:49 am

insert generic "ty & dicksuck" here

This post will be auto-reposted by 100 other users.

On a Serious note, does this mean more downtime if you have to switch server?

xvis - September 18, 2016, 12:02 pm

(Sep 18, 2016 11:49 AM)Katarina Du Couteau Wrote: [\[CITE\]](#) *insert generic "ty & dicksuck" here*
This post will be auto-reposted by 100 other users.

On a Serious note, does this mean more downtime if you have to switch server?

Quote: I am working on a server which may cause us to go offline for brief periods (10-30 minutes).

gumbal00 - September 18, 2016, 12:05 pm

Ehh, nothing is 100% perfect. I have personally not experienced much downtime with HF. Do what you gotta do ;)

Bluffer - September 18, 2016, 12:18 pm

Might have to shoot myself with no HF for 10-30 mins.

Keep up the good work Omni, hope this is resolved soon.

J?son - September 18, 2016, 12:19 pm

Did you have another kernel panic this morning? Would explain the hour downtime. :-/

Omniscient - September 18, 2016, 12:20 pm

Yeah, this is looking more and more like hardware failure. Going to be a bitch to figure out exactly. I may have to simply rebuild everything on this server. Sucks because it's critical.

J?son - September 18, 2016, 12:25 pm

Getting massive amount of downtime, from the Cloudflare error to the 503 error.

Hope you get it fixed soon.

Omniscient - September 18, 2016, 12:27 pm

(Sep 18, 2016 12:19 PM)Jas?n Wrote: [\[CITE\]](#) Did you have another kernel panic this morning? Would explain the hour downtime. :-/

Yes. And then it happened again while I'm upgrading this server. So at least 3 kernel panics. I am hoping it's a possible software conflict with a recent update in the software version and that an upgrade into a newer version may fix it.

But I'm going to bet this is hardware failure which will of course only get worse over time or even completely fail one day.

This just forces me to do a lot of unscheduled work.

Steve - September 18, 2016, 12:29 pm

(Sep 18, 2016 12:27 PM)Omniscient Wrote: [\[CITE\]](#) Yes. And then it happened again while I'm upgrading this server. So at least 3 kernel panics. I am hoping it's a possible software conflict with a recent update in the software version and that an upgrade into a newer version may fix it.

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This just forces me to do a lot of unscheduled work.

Thanks for the updates. Good luck getting this solved.

Secrets - September 18, 2016, 12:30 pm

definitely can be time consuming and more unexpected work on a Sunday but understandable

Omniscient - September 18, 2016, 12:45 pm

This is bad. We're now just crashing repeatedly. This is likely one of the drives.

Ugh, so much work now. Dammit.

M?xim - September 18, 2016, 12:49 pm

(Sep 18, 2016 12:45 PM)Omniscient Wrote: [\[CITE\]](#) This is bad. We're now just crashing repeatedly. This is likely one of the drives.

Ugh, so much work now. Dammit.

I get unbanned from vac to this. Hopefully you will work it out without too much problem.

But it is alright lol. First world problems you see.

Parks - September 18, 2016, 12:51 pm

Deep breaths omni deep breaths.

VeloCityMods - September 18, 2016, 12:51 pm

(Sep 18, 2016 12:45 PM)Omniscient Wrote: [\[CITE\]](#) This is bad. We're now just crashing repeatedly. This is likely one of the drives.

Ugh, so much work now. Dammit.Damn, hopefully you get this fixed .

Best of luck!, Fixing the problem.

Silent Uprising - September 18, 2016, 12:53 pm

(Sep 18, 2016 11:48 AM)Omniscient Wrote: [\[CITE\]](#) I am working on a server which may cause us to go offline for brief periods (10-30 minutes).

Thanks.

Pretty sure it was longer than 30 minutes. Must be pretty serious then since I checked HF this morning and it was down. Checked an hour later still down. Finally back up though. Any estimate of when this will be fixed? Or you don't know until you find the problem?

M?xim - September 18, 2016, 12:56 pm

(Sep 18, 2016 12:53 PM)Deep Pockets Wrote: [\[CITE\]](#) Pretty sure it was longer than 30 minutes. Thank you Captain Obvious.

Mi2414 - September 18, 2016, 12:59 pm

Thanks for keeping us posted Omni, glad to see you working hard man(:

Omniscient - September 18, 2016, 1:01 pm

We had an hour downtime this morning because of a kernel crash and a reboot had an issue with restarting one of the important services. I was actually at the gym when this happened and I left early to deal with it.

Now I have updated the server kernel and made some adjustments so that service restarts properly on a reboot. Seems to be working considering we've repeatedly crashed and it comes online once it boots up.

But unfortunately all this is leading to a drive failure which is really a total pain in the ass. We run RAID configuration so there is redundancy and I have backups but this is extremely inconvenient for me and consistently a lot of work.

I have to decide where the hardware failure is so network can take a look. Because if I don't narrow it down they'll take the server offline for much longer than if I narrow it down.

I also have to consider just scrubbing the server and building a new one. It might be faster doing that instead. Because hardware failure can plague a server for weeks.

I'm definitely monitoring this carefully and considering all options. Luckily I don't have anything particular planned personally so I can be available to deal with this as quickly as possible. But members should be aware that we may have a lot more downtime until this is resolved. We may even see extended downtimes of 24-48 hours if things go bad.

Armada - September 18, 2016, 1:08 pm

Explains the downtime.

Thanks for the update boss.

Silent Uprising - September 18, 2016, 1:19 pm

(Sep 18, 2016 12:56 PM)That Guy Maxim Wrote: [\[CITE\]](#) Thank you Captain Obvious.

I didn't want to be rude and say it was longer than 30 minutes. I also wanted to contribute to the thread and follow it up with a question to see when this issue will be fixed. I didn't mean to be "Captain Obvious". Just wanted to contribute to the thread. I apologize if that's how it came out as...

Gary - September 18, 2016, 1:27 pm

(Sep 18, 2016 01:19 PM)Deep Pockets Wrote: [\[CITE\]](#) I didn't want to be rude and say it was longer than 30 minutes. I also wanted to contribute to the thread and follow it up with a question to see when this issue will be fixed. I didn't mean to be "Captain Obvious". Just wanted to contribute to the thread. I apologize if that's how it came out as...

Ignore Corporal Oblivious, no need to worry about him.

As for the thread, didn't even realize as I slept through it.
Probably is an SSD failing or memory exhaustion

Omniscient - September 18, 2016, 1:32 pm

Actually, looks like I have narrowed it down to one of the SSD drives in a RAID configuration. Sometimes, I really think it's cool being a sysadmin. :)

I'm going to continue monitoring the situation. If we crash again I'll be able to have enough information to ask the datacenter to replace the single drive. Since we're RAID it should be fairly easy to do with hopefully minimal downtime. But I'm going to wait to see if the crashes continue or if the changes I made will help. Almost surely the drive will need replacement but I'm so happy I actually found which one it is.

Reece Morgan - September 18, 2016, 3:47 pm

(Sep 18, 2016 01:32 PM)Omniscient Wrote: [\[CITE\]](#) Actually, looks like I have narrowed it down to one of the SSD drives in a RAID configuration. Sometimes, I really think it's cool being a sysadmin. :)

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Presumably your running RAID 1 (at minimum) so this isn't like a big data loss issue right?

EDIT: Didn't read your last post. You mentioned redundancy there -_-

Omniscient - September 18, 2016, 4:05 pm

I've started a ticket with the datacenter. Let's see if I can get the hardware changes scheduled. If we're lucky it's this drive. If not then I'll ask them to replace the RAM or Motherboard (maybe both).

If they won't make the changes or if the changes don't work then I rebuild this server during the week.

'Cynical - September 18, 2016, 4:10 pm

Let's hope the hardware changes go smoothly & solves the issue.

Rather unfortunate if they don't; especially if you have to undergo a complete server rebuild.

GL my man.

Angelus - September 18, 2016, 6:40 pm

Yea... i was wondering what those random crashes were.

Thanks for getting right to it, shows your dedication as a great admin.

SoulZeh - September 18, 2016, 7:00 pm

Well good luck man, hopefully you don't have to rebuild but like you said it could probably be

somewhat faster.

Also, just expedience a crash while posting this, doesn't seem to be for too long now though.

Evanescent - September 19, 2016, 6:22 am

Hope all will be good after to update or move on for other server.

DevNet - September 19, 2016, 10:37 am

Any update on the ticket or on this issue overall?

Yin Yang - September 19, 2016, 10:39 am

Not sure if you got around to checking my PM or not, but I can't update my signature for some reason. I keep on getting an error, but I can preview it just fine. I'm on Safari on my iPhone 7

J?son - September 19, 2016, 10:41 am

(Sep 19, 2016 10:39 AM)Yin Yang Wrote: [\[CITE\]](#) Not sure if you got around to checking my PM or not, but I can't update my signature for some reason. I keep on getting an error, but I can preview it just fine. I'm on Safari on my iPhone 7
Known problem.

He'll fix it when he can.

FamousHater - September 19, 2016, 10:41 am

(Sep 19, 2016 10:39 AM)Yin Yang Wrote: [\[CITE\]](#) Not sure if you got around to checking my PM or not, but I can't update my signature for some reason. I keep on getting an error, but I can preview it just fine. I'm on Safari on my iPhone 7lol u pm'd him
just create a thread in ub3r support and sure a HF member can help u with this. as many other users have had this issue here.

Omniscient - September 19, 2016, 11:11 am

(Sep 19, 2016 10:39 AM)Yin Yang Wrote: [\[CITE\]](#) Not sure if you got around to checking my PM or not, but I can't update my signature for some reason. I keep on getting an error, but I can preview it just fine. I'm on Safari on my iPhone 7
Fixed.

Also as an update. Datacenter will swap out the drive either ASAP or scheduled. Unsure which I want to do.

I'd prefer to schedule it for tomorrow night but that's going to depend on how many times we crash. I'm also still doing as much testing as I can to make sure the problem isn't something else.

I have to do extensive backups and configuration checks.

Rubixa - September 19, 2016, 11:35 am

(Sep 19, 2016 11:11 AM)Omniscient Wrote: [\[CITE\]](#) Fixed.

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I have to do extensive backups and configuration checks.

It's your call, I would say keep testing to make sure it isn't something else before making the call

but.

He B TeMy - September 19, 2016, 11:37 am

When you moved servers last year, it was complete new hardware right?
Mind telling us which brand is the SSD?

Confound - September 19, 2016, 11:42 am

Hey thanks for keeping us updated.

Omniscient - September 19, 2016, 11:48 am

(Sep 19, 2016 11:37 AM)ff20 Wrote: [\[CITE\]](#) When you moved servers last year, it was complete new hardware right?

Mind telling us which brand is the SSD?

Should be an Intel brand but I can't be sure. It's 250GB SSD in a RAID config.

Rubixa - September 19, 2016, 11:54 am

I hope it won't be too much of a hassle whatever the problem is.. thanks for keeping us updated on it, best of luck.

Sholi - September 19, 2016, 12:31 pm

Isn't the 'Roller coaster' life a beautiful one? One minute you're faced with a ton of headache, and the next you're sniping shit down.