

## Procedure in case of problems with LFC

### Important :

Remember to **call the operators** (75011) before rebooting any machine, so that they (temporarily) ignore the alarms (and don't start a parallel intervention.)

### Lemon monitoring

Note that the LFC daemon is monitored by Lemon : if the LFC daemon is down for any reason, it will be restarted automatically. After 3 unsuccessfull restarts, the operators will call the support phones.

You can check the list of alarms in: LemonAlarmList

### Go through the LFCSmokeTest.

This includes the description of some kind of problem with the relative solution. It is not meant to be exhaustive and is under constant update. If you can solve the problem then:

1. Log your action in the intervention log
2. Email the Second Level Support mailing list : [hep-service-sc-level2@cernNOSPAMPLEASE.ch](mailto:hep-service-sc-level2@cernNOSPAMPLEASE.ch)

### If you can not solve the problem then try to use the backup LFC host:

1. Figure out which is the backup host : `/afs/cern.ch/project/gd/SC3/machines_list.txt`
2. Run the LFCSmokeTest and make sure this host is working correctly
3. If the backup is working:
  - ◆ set the alias of the problematic service to the IP address of such host (DNSSwitchProcedure)
  - ◆ modify `/afs/cern.ch/project/gd/SC3/machines_list.txt`
  - ◆ Log the intervention in the intervention log
  - ◆ Email the Second Level Support Mailing List
  - ◆ Email the appropriate Third Level Support mailing list

**Note :** If needed, several aliases (all from the Pilot **or** the Production) can point to the same host, as there is only one shared database account per service (Pilot and Production).

### If the backup is not working then you are experiencing a more general problem.

1. Try to think at general problems like network connections, firewalls, connection with database etc ... and look at the appropriate log files (both of the current service machine and the backup) for hints (`/var/log/messages` and `/var/log/lfc/log` are just an example)
2. If you still are clueless then
  - ◆ log the intervention
  - ◆ email the second level support : [hep-service-sc-level2@cernNOSPAMPLEASE.ch](mailto:hep-service-sc-level2@cernNOSPAMPLEASE.ch)
  - ◆ email the appropriate third level support
  - ◆ PHONE the appropriate third level support \* Details on how to contact the physics database support are given in: <http://it-div-adc.web.cern.ch/it-div-adc/phydb/> \* Regarding network problems, please tell the operator to contact the appropriate support (they should know who).

-- SophieLemaitre - 07 Jul 2005

---

This topic: LCG > LFCSmokeTestAndActions

Topic revision: r9 - 2006-02-07 - PeterJones



Copyright &© 2008-2020 by the contributing authors. All material on this collaboration platform is the property of the contributing authors.  
Ideas, requests, problems regarding TWiki? Send feedback