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Subject: post-mortem of September 7 CNAF CASTOR problem
Date: Friday, September 19, 2008 15:03:18

Dear all,
here it is the post-mortem of the September 7 CNAF CASTOR problem

luca

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On September 7 (Sunday) we experienced a complete disservice for CASTOR.
The problem was fixed on September 8 in the morning.
The downtime was been caused by and Oracle known bug (affecting the version 10.2.0.3) causing the Oracle management agent to consume up to 100% CPU time and subsequently to hang. Due to lack of response from the management agent, Oracle starts spawning new agent processes which degrade in the same way.

This brought all the 4 CASTOR RAC nodes to hang and to prevent any attempt of reboot, even from KVM console, hence requiring a on site intervention.

The "culprit" cluster is composed from 4 nodes, each hosts having 2 dual-core CPUs and 8GB of RAM. The operating system is RedHat Enterprise 5 kernel 2.6.18-53.el5
The Oracle version is 10.2.0.3

The cluster contains 3 databases:

- stager (host1, host2): 2 instances, one of them preferred
- nameserver (host3,host4): 2 instances, host3 preferred
- dlf (host3,host4): 2 instances host4 preferred

The problem has been solved upgrading the agent to version 10.2.0.4.