

Troubleshooting

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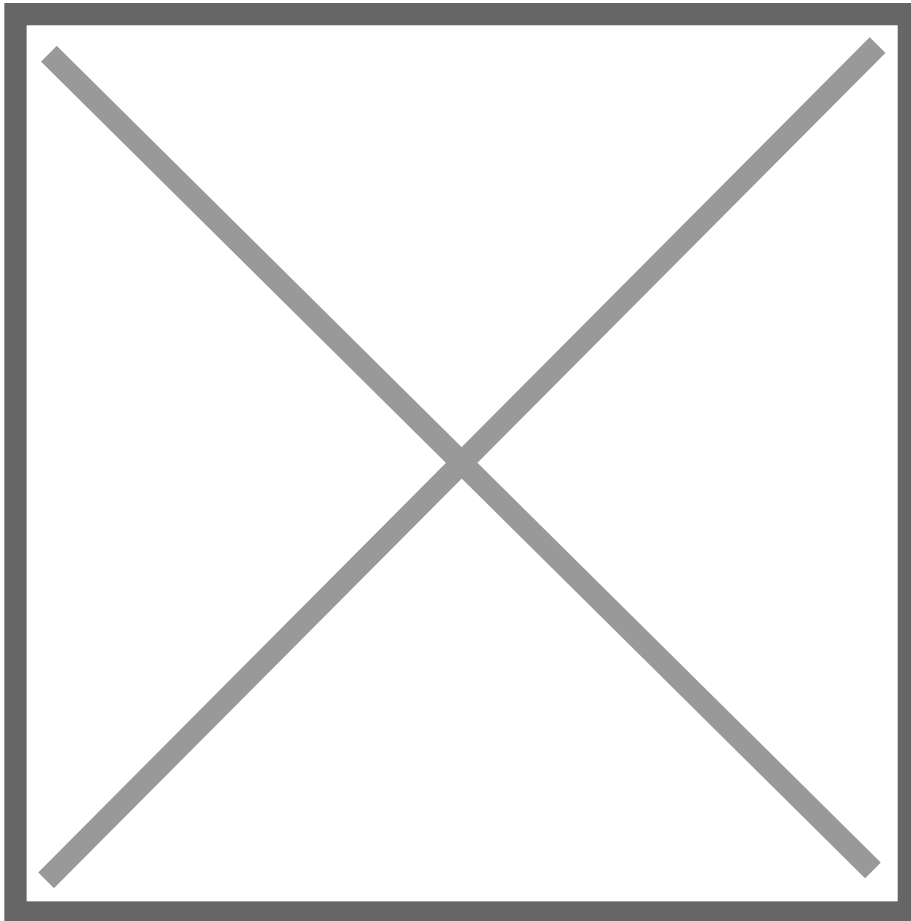
SMGR - JBoss restart

There are multiple situations where Avaya System Manager JBoss needs to be restarted, in my case multiple alerts from different Avaya systems about loosing connectivity to the Web License Manager (CM, SBCE and AES) were received.

After troubleshooting the problem, it was narrowed down to the JBoss process in the System Manager which had to be restarted to clear all the issues.

Here is the command to verify the status and restart the process (root access is required)

#service jboss status



#service jboss restart

Restarting JBoss process is NOT service affecting, but System Manager web administration wont be accessible for about 10 minutes.

JBoss - Unable to start disk full maillog

to clear out maillog from system manager follow the procedure below

```
root >df -k
Filesystem          1K-blocks  Used Available Use% Mounted on
/dev/mapper/smgrvg01-lv_root    4343808 2042116  2301692  48% /
devtmpfs              6056520    0 6056520   0% /dev
tmpfs                 6068832    8 6068824   1% /dev/shm
tmpfs                 6068832 586280 5482552  10% /run
tmpfs                 6068832    0 6068832   0% /sys/fs/cgroup
/dev/mapper/smgrvg01-lv_var    5724160 1704032 4020128  30% /var
/dev/mapper/smgrvg01-lv_home    1935360 366932 1568428  19% /home
/dev/mapper/smgrvg01-lv_var_log 1935360 1935340    20 100% /var/log
/dev/mapper/smgrvg01-lv_var_log_audit 1935360 33520 1901840   2% /var/log/audit
/dev/mapper/smgrvg01-lv_data    13854720 926576 12928144   7% /var/lib/pgsql/data
/dev/mapper/smgrvg01-lv_opt    10078208 8282612 1795596  83% /opt
/dev/mapper/smgrvg01-lv_tmp     1525760 33192 1492568   3% /tmp
/dev/sda1              520868 254280 266588  49% /boot
/dev/sdc               15718400 87540 15630860   1% /emdata
/dev/sdd               22009344 1435376 20573968   7% /swlibrary
/dev/mapper/smgrvg02-lv_cnd     1038336 70188 968148   7% /var/opt/nortel/cnd
/dev/mapper/smgrvg02-lv_perfdata 25149444 116200 25033244   1% /perfdata
tmpfs                  1213768    0 1213768   0% /run/user/779

du -h --max-depth=1 | sort -hr

ls -l --block-size=M
```

to zero out maillog run command:

```
/dev/null > /var/log/maillog
```

System Manager Logs

Navigate to /var/log/Avaya/mgmt/

LS directory

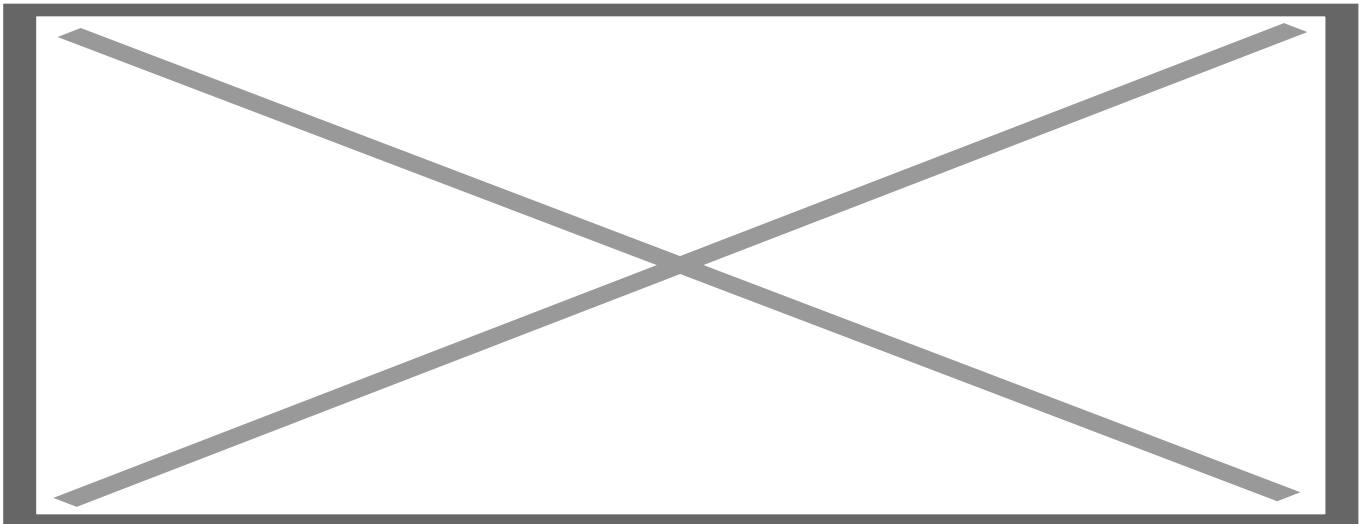
```
root >ls
aads          conf          gls           ip-fqdn       mediaserver   pem           reports       sdm            spa            um_bulkexport
abg           discovery     gs           iptcm         agmtwebservice pif          resource     securityserver statustracker um_bulkimport
alarms        dodenv        harvest       iptcmessaging mmcs          presence      resources     smgrds        sum            upm
asa           downloads     healthmonitor lifecycle       monitor       provisioning  restartCrashedJBoss.log snmp          swgmt         upr
authz         drs           IAM           logging        nrp           quantum       rts           spirit          TenantMgmt    vmgmt
comet         dse           infra         loggingui      officelinx    rbac          scheduler     spirithome     tm            weblm
CommonConsole geo           inventory     logs           orchestrator  RemoteSNMPConfig sdk           spiritlogs     traplistener  zephyr
```

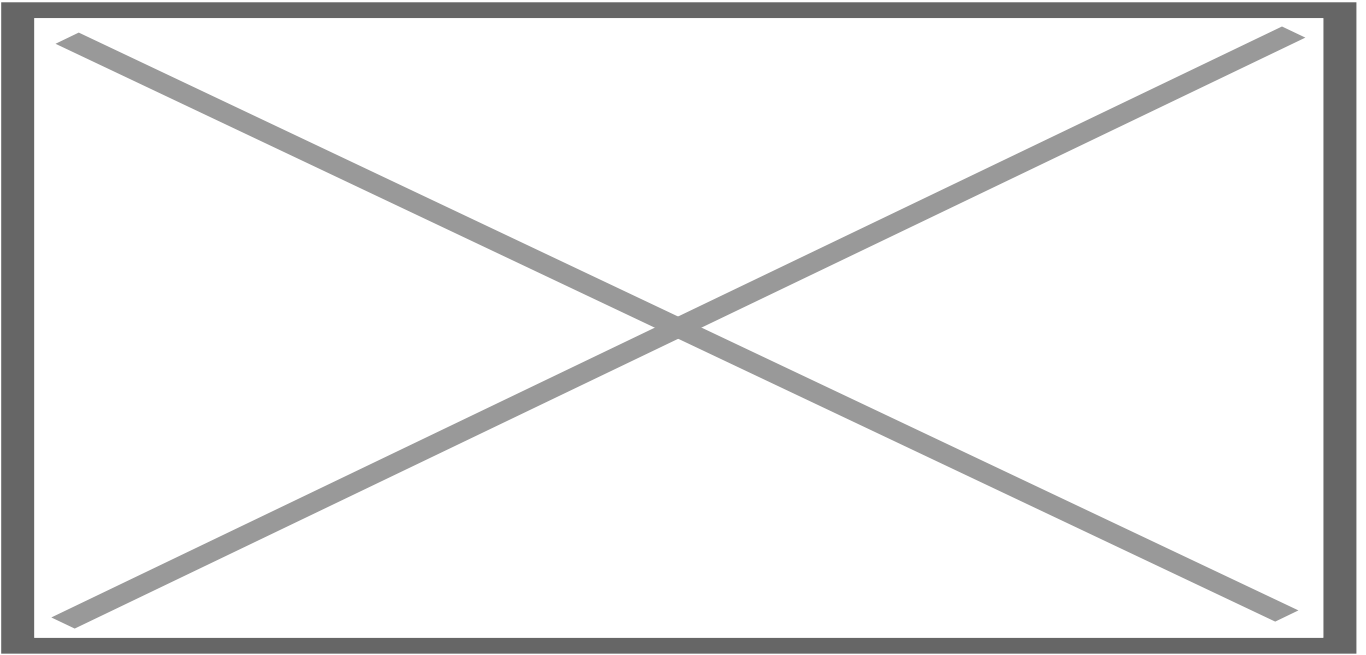
for example cd to geo directory to check georedundant logs

System Manager 8.1 - Geo Replication not tworking due o CSYNC2 service down

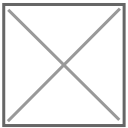
Problem Clarification

Geo replication is enabled, but File Replication Health status on Primary SMGR is showing failed.





Primary SMGR file replication Heartbeat failed since 22nd Aug



Cause

Primary SMGR csync2.log shows connection to Secondary SMGR failed.

TIMESTAMP: 2022-09-07 10:25:02 AEST (GMT+1000)

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[10:25:02] ERROR: Connection to remote host `secondarySMGR' failed.

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Sniffer trace shows primary SMGR csync2 sent TCP SYNC to secondary SMGR port 30865, but secondary SMGR res

Secondary SMGR is not listening on port 30865 used by Csync2.



Found Csync2.socket service is not running on Secondary SMGR which caused the issue



Solution

Perform below actions resolved issue.

1. Disable GEO from primary server.
2. Restart csync2 on secondary server.
`# systemctl restart csync2.socket`
3. Check csync2 on secondary server to make sure it's up and running.
`# systemctl status csync2.socket`
4. Then enable GEO from primary server.

File replication health status is showing good now



System Manager - Change root password on VM Instances

Reactivate Account and Modify Kernel option in GRUB:

Reboot the vCenter Server appliance using the vSphere Client.

When the GRUB bootloader appears, press the spacebar to disable autoboot.

Note: After powering on, the virtual machines takes only a short time to exits the BIOS/EFI and to launch the guest operating system. You can adjust the boot delay or force the virtual machine to enter BIOS or EFI setup screen after power on. For more information, see the Delay the Boot Sequence in the vSphere Client section in the VMware vSphere 5.5 Single Host Management Guide.

Type p to access the appliance boot options.

Enter the GRUB password.

Note:

If the vCenter Server appliance is deployed without editing the root password in the Virtual Appliance Management Interface (VAMI), the default GRUB password is vmware.

If the vCenter Server appliance root password is reset using the VAMI, the GRUB password is the password last set in the VAMI for the root account.

Use the arrow keys to highlight VMware vCenter Server Appliance and type e to edit the boot commands.

Modifying the GRUB boot loader to start root password reset process

Scroll to the second line displaying the kernel boot parameters.

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Type e to edit the boot command.

Append `init=/bin/bash` to the kernel boot options.

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Press Enter. The GRUB menu reappears.

Type b to start the boot process. The system boots to a shell.

Reset the root password by running the `passwd root` command.

Restart the appliance by running `reboot` command.

If error received " Authentication manipulation error" mount / with rw permissions

```
mount -o remount,rw /
```

run passwd again and change password

```
bash-4.4# passwd
Changing password for user root.
New password:
Retype new password:
passwd: Authentication token manipulation error
```

```
bash-4.4# mount -o remount,rw /
bash-4.4# passwd
Changing password for user root.
New password:
Retype new password:
passwd: all authentication tokens updated successfully.
bash-4.4# chage -l root
Last password change           : May 15, 2024
Password expires                : never
Password inactive              : never
Account expires                 : never
Minimum number of days between password change : 0
Maximum number of days between password change : 99999
Number of days of warning before password expires : 7
bash-4.4#
```

Note: If you cannot restart the appliance by running reboot command, then run these commands:

```
mkfifo /dev/initctl
reboot -f
```

In order to prevent this issue from happening again in the future, you could set the root password to never expire at the VAMI page or by running this command: chage -l -1 -m 0 -M 99999 -E -1 root

Verify the root account password expiry settings have been changed using the following command: chage -l root