Troubleshoot Server Manager

StorageGRID

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Troubleshoot Server Manager

Access Server Manager log file

If a problem arises when using Server Manager, check its log file.

Error messages related to Server Manager are captured in the Server Manager log file, which is located at: `/var/local/log/servermanager.log`

Check this file for error messages regarding failures. Escalate the issue to technical support if required. You might be asked to forward log files to technical support.

Service with an error state

If you detect that a service has entered an error state, attempt to restart the service.

What you'll need

You must have the `Passwords.txt` file.

About this task

Server Manager monitors services and restarts any that have stopped unexpectedly. If a service fails, Server Manager attempts to restart it. If there are three failed attempts to start a service within five minutes, the service enters an error state. Server Manager does not attempt another restart.

Steps

1. Log in to the grid node:
   a. Enter the following command: `ssh admin@grid_node_IP`
   b. Enter the password listed in the `Passwords.txt` file.
   c. Enter the following command to switch to root: `su -`
   d. Enter the password listed in the `Passwords.txt` file.

   When you are logged in as root, the prompt changes from `$` to `#`.

2. Confirm the error state of the service: `service servicename status`

   For example:

   ```
   service ldr status
   ```

   If the service is in an error state, the following message is returned: `servicename in error state`. For example:

   ```
   ldr in error state
   ```

If the service status is `disabled`, see the instructions for removing a DoNotStart file for a service.

3. Attempt to remove the error state by restarting the service: `service *servicename* restart`

   If the service fails to restart, contact technical support.

4. Log out of the command shell: `exit`

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