# Server Manager procedures

## StorageGRID software

NetApp
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# Table of Contents

# Server Manager procedures

## View Server Manager status and version

For each grid node, you can view the current status and version of Server Manager running on that grid node. You can also obtain the current status of all services running on that grid node.

**Before you begin**

You have the `Passwords.txt` file.

**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. View the current status of Server Manager running on the grid node: **`service servermanager status`**

    The current status of Server Manager running on the grid node is reported (running or not). If Server Manager's status is `running`, the time it has been running since last it was started is listed. For example:

    ```
    servermanager running for 1d, 13h, 0m, 30s
    ```

3. View the current version of Server Manager running on a grid node: **`service servermanager version`**

    The current version is listed. For example:

    ```
    11.1.0-20180425.1905.39c9493
    ```

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

## View current status of all services

You can view the current status of all services running on a grid node at any time.

**Before you begin**

You have the `Passwords.txt` file.

**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. View the status of all services running on the grid node: `storagegrid-status`

   For example, the output for the primary Admin Node shows the current status of the AMS, CMN, and NMS services as Running. This output is updated immediately if the status of a service changes.

```
Host Name                      190-ADM1
IP Address
Operating System Kernel        4.9.0              Verified
Operating System Environment   Debian 9.4         Verified
StorageGRID Webscale Release   11.1.0             Verified
Networking                                        Verified
Storage Subsystem                                 Verified
Database Engine                5.5.9999+default Running
Network Monitoring             11.1.0           Running
Time Synchronization           1:4.2.8p10+dfsg Running
ams                            11.1.0           Running
cmn                            11.1.0           Running
nms                            11.1.0           Running
ssm                            11.1.0           Running
mi                             11.1.0           Running
dynip                          11.1.0           Running
nginx                          1.10.3           Running
tomcat                         8.5.14           Running
grafana                        4.2.0            Running
mgmt api                       11.1.0           Running
prometheus                     1.5.2+ds         Running
persistence                    11.1.0           Running
ade exporter                   11.1.0           Running
attrDownPurge                  11.1.0           Running
attrDownSampl                  11.1.0           Running
attrDownSamp2                  11.1.0           Running
node exporter                  0.13.0+ds        Running
```

3. Return to the command line, press **Ctrl+C**.

4. Optionally, view a static report for all services running on the grid node:
   `/usr/local/servermanager/reader.rb`

   This report includes the same information as the continuously updated report, but it is not updated if the status of a service changes.

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

# Start Server Manager and all services

You might need to start Server Manager, which also starts all services on the grid node.

**Before you begin**

You have the `Passwords.txt` file.

**About this task**

Starting Server Manager on a grid node where it is already running results in a restart of Server Manager and all services on the grid node.

**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. Start Server Manager: `service servermanager start`

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

# Restart Server Manager and all services

You might need to restart server manager and all services running on a grid node.

**Before you begin**

You have the `Passwords.txt` file.

**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. Restart Server Manager and all services on the grid node: `service servermanager restart`

   Server Manager and all services on the grid node are stopped and then restarted.

   > ⓘ Using the `restart` command is the same as using the `stop` command followed by the `start` command.

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

# Stop Server Manager and all services

Server Manager is intended to run at all times, but you might need to stop Server Manager and all services running on a grid node.

**Before you begin**

You have the `Passwords.txt` file.

**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. Stop Server manager and all services running on the grid node: `service servermanager stop`

   Server Manager and all services running on the grid node are gracefully terminated. Services can take up to 15 minutes to shut down.

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

# View current status of service

You can view the current status of a services running on a grid node at any time.

**Before you begin**

You have the `Passwords.txt` file.

**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. View the current status of a service running on a grid node: `` `service **service *servicename* status** The current status of the requested service running on the grid node is reported (running or not). For example:

```
cmn running for 1d, 14h, 21m, 2s
```

3. Log out of the command shell: **exit**

# Stop service

Some maintenance procedures require you to stop a single service while keeping other services on the grid node running. Only stop individual services when directed to do so by a maintenance procedure.

**Before you begin**

You have the `Passwords.txt` file.

**About this task**

When you use these steps to "administratively stop" a service, Server Manager will not automatically restart the service. You must either start the single service manually or restart Server Manager.

If you need to stop the LDR service on a Storage Node, be aware that it might take a while to stop the service if there are active connections.

**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. Stop an individual service: `service `*`servicename`*` stop`

   For example:

   ```
   service ldr stop
   ```

   ⓘ  |  Services can take up to 11 minutes to stop.

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

**Related information**

[Force service to terminate](#)

# Force service to terminate

If you need to stop a service immediately, you can use the `force-stop` command.

**Before you begin**

You have the `Passwords.txt` file.

**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. Manually force the service to terminate: `service `*`servicename`*` force-stop`

   For example:

   ```
   service ldr force-stop
   ```

   The system waits 30 seconds before terminating the service.

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

# Start or restart service

You might need to start a service that has been stopped, or you might need to stop and restart a service.

**Before you begin**

You have the `Passwords.txt` file.

**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. Decide which command to issue, based on whether the service is currently running or stopped.

   ◦ If the service is currently stopped, use the `start` command to start the service manually: `service `*`servicename`*` start`

     For example:

     ```
     service ldr start
     ```

◦ If the service is currently running, use the `restart` command to stop the service and then restart it: `service servicename restart`

For example:

```
service ldr restart
```

> (i) Using the `restart` command is the same as using the `stop` command followed by the `start` command. You can issue `restart` even if the service is currently stopped.

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

# Use a DoNotStart file

If you are performing various maintenance or configuration procedures under the direction of technical support, you might be asked to use a DoNotStart file to prevent services from starting when Server Manager is started or restarted.

> (!) You should add or remove a DoNotStart file only if technical support has directed you to do so.

To prevent a service from starting, place a DoNotStart file in the directory of the service you want to prevent from starting. At start-up, Server Manager looks for the DoNotStart file. If the file is present, the service (and any services dependent on it) is prevented from starting. When the DoNotStart file is removed, the previously stopped service will start on the next start or restart of Server Manager. Services aren't automatically started when the DoNotStart file is removed.

The most efficient way to prevent all services from restarting is to prevent the NTP service from starting. All services are dependent on the NTP service and can't run if the NTP service is not running.

## Add DoNotStart file for service

You can prevent an individual service from starting by adding a DoNotStart file to that service's directory on a grid node.

**Before you begin**

You have the `Passwords.txt` file.

**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. Add a DoNotStart file: `touch /etc/sv/service/DoNotStart`

   where `service` is the name of the service to be prevented from starting. For example,

   ```
   touch /etc/sv/ldr/DoNotStart
   ```

   A DoNotStart file is created. No file content is needed.

   When Server Manager or the grid node is restarted, Server Manager restarts, but the service does not.

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

## Remove DoNotStart file for service

When you remove a DoNotStart file that is preventing a service from starting, you must start that service.

**Before you begin**
You have the `Passwords.txt` file.

**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. Remove the DoNotStart file from the service directory: `rm /etc/sv/service/DoNotStart`

   where `service` is the name of the service. For example,

   ```
   rm /etc/sv/ldr/DoNotStart
   ```

3. Start the service: `service servicename start`

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

# Troubleshoot Server Manager

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.

**Before you begin**

You 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
   ```

   > (i) 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`