Cisco Elastic Services Controller Troubleshooting Guide

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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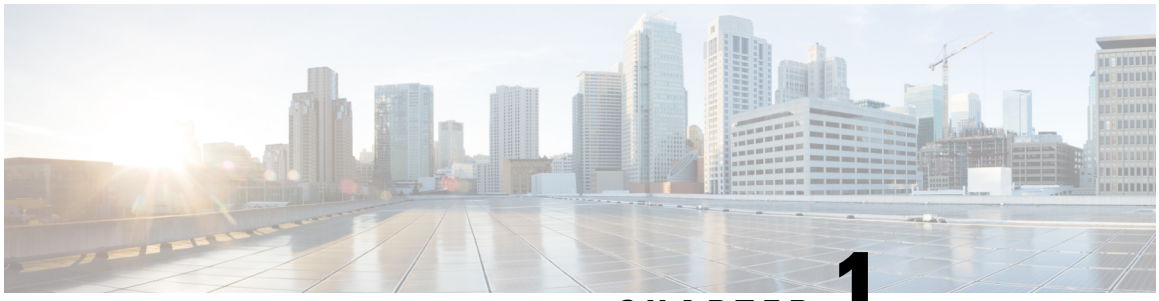


CHAPTER 1

Troubleshooting ESC Installation

ESC Installation Troubleshooting Overview

ESC uses a python-based script called bootvm.py for its installation in OpenStack and Libvirt (KVM) environments. Refer to the Cisco Elastic Services Controller Install and Upgrade Guide to understand all the arguments of the boovtm.py script. It is important to use a specific bootvm.py that was released along with the ESC image.

Bootvm.py has the dependency on Python and OpenStack client for ESC OpenStack installation. Ensure that the environment where you plan to execute bootvm.py has the python and OpenStack client installed.

OpenStack Credentials from ESC Installation Do Not Work

Problem Statement:

You might encounter some errors while executing bootvm.py for ESC installation; one such common error is:

- OpenStack Credentials Errors

Description:

You may get a long python stack trace information after running bootvm.py and you must refer couple of lines at the bottom of the error messages. For example:

```
Unauthorized: The request you have made requires authentication. (HTTP 401) (Request-ID:
req-e93d90b0-aced-4b88-b4ca-bcc3d88e8bc0)
The request you have made requires authentication. (HTTP 401) (Request-ID:
req-e93d90b0-aced-4b88-b4ca-bcc3d88e8bc0) -- Booting up ESC VM has failed.
```

Solution:

In such scenarios, you must check your open stack credentials information either in your bootvm.py arguments, or in your global environment (if you have not specified those in the bootvm.py arguments).

Following is an example to check OpenStack credential parameters through global environment:

```
$ env | grep OS_
OS_USER_DOMAIN_NAME=default
OS_IMAGE_API_VERSION=2
OS_PROJECT_NAME=admin
OS_IDENTITY_API_VERSION=3
OS_PASSWORD=cisco123
OS_AUTH_TYPE=password
OS_AUTH_URL=http://10.85.103.145:35357/v3
OS_USERNAME=admin
OS_TENANT_NAME=admin
OS_PROJECT_DOMAIN_NAME=default
```

Similar to other OpenStack clients (OpenStack, Nova, Neutron, etc.), bootvm.py is used to install ESC on OpenStack. You can pass OpenStack credentials to ESC installer through the following arguments of bootvm.py:

```
--os_auth_url
--os_username
--os_password
--os_tenant_name
--os_project_name
--os_user_domain_name
--os_project_domain_name
--os_identity_api_version

--bs_os_auth_url
--bs_os_username
--bs_os_password
--bs_os_tenant_name
--bs_os_project_name
--bs_os_user_domain_name
--bs_os_project_domain_name
--bs_os_identity_api_version
```

The bootstrap arguments starting with `bs_` is only used for ESC installation on OpenStack, and the arguments starting with `os_` is used for ESC to perform the VNF lifecycle management (as default VIM connector in ESC 3.x).

If you do not specify those arguments, ESC uses the same OpenStack credentials from global environment variables of Linux for both ESC installation and VNF lifecycle management. Similar to the OpenStack client, you can create an openrc file and source the file to add global environment variables.

For OpenStack V2 API, you need the following items exported to your global environment variables:

```
OS_PASSWORD
OS_AUTH_URL
OS_USERNAME
OS_TENANT_NAME
```

For OpenStack V3 API, you must set OS_IDENTITY_API_VERSION=3 to use OpenStack V3 API. You need the following items exported to your global environment variables:

```
OS_USER_DOMAIN_NAME
OS_PROJECT_DOMAIN_NAME
OS_PROJECT_NAME
OS_TENANT_NAME
OS_PASSWORD
OS_AUTH_URL
OS_USERNAME
OS_IDENTITY_API_VERSION
```

Certificate Verification Failed During ESC Installation

Problem Statement:

If your OpenStack is configured with self-signed certificate but you don't provide the ca_cert file for ESC installation, you may hit the following errors:

```
SSLError: SSL exception connecting to https://10.85.103.49:35357/v3: [SSL:
CERTIFICATE_VERIFY_FAILED] certificate verify failed (_ssl.c:590)
SSL exception connecting to https://10.85.103.49:35357/v3: [SSL: CERTIFICATE_VERIFY_FAILED]
 certificate verify failed (_ssl.c:590) -- Booting up ESC VM has failed.
```

Solution:

Bootvm.py does not provide the arguments to be passed in a command line for ESC Installation for a specific CA certification. If your OpenStack endpoint is configured with https (check OS_AUTH_URL) and self-signed certificate, you must set the CA certificate file through the global environment by exporting the following two environment variables:

```
export OS_CACERT=<path_to_ca_cert_file>
export REQUESTS_CA_BUNDLE=<path_to_ca_cert_file>
```

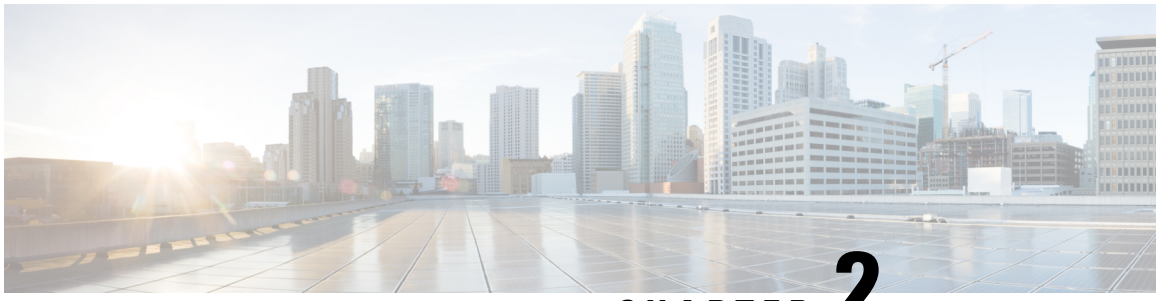
Note The previous approach specifies the CA certificate for ESC installation and not for VNF lifecycle management.

If you want to pass the CA certificate for VNF lifecycle management, specify the following arguments in ESC's bootvm.py commands:

```
--cert_file <path_to_ca_cert_file>
```

PART II

Troubleshooting Cisco Elastic Services Controller High Availability



CHAPTER 2

Troubleshooting Cisco Elastic Services Controller High Availability

Troubleshooting Cisco Elastic Services Controller High Availability

ESC HA consists of many components/services and keeps monitoring the self health checking. Any failure of ESC micro services causes HA synchronization and other related issues.

Cisco Elastic Services Controller High Availability Troubleshooting Overview

Following are some generic troubleshooting items for ESC HA:

Problem : Network Problem

Solution: If you have a networking problem, check for the following items:

- The static IP addresses for both ESC nodes are correct based on the OpenStack configuration and each node is able to access the other node.
- The gateway for each network interface is accessible from each instance.
- Virtual ipaddress (kad_vip) is pingable from master node. (to find kad_vip, run: "sed -n '/virtual_ipaddress/{n;p;}' /etc/keepalived/keepalived.conf").

Checking the logs:

Following are some logs and their locations to check ESC HA troubleshooting:

- The ESC manager log, located at `/var/log/esc/escmanager.log`.
- The ESC HA log about esc service startup/stop, located at /var/log/esc/esc_haagent.log (ESC 2.X) and /var/log/esc/escadm.log (ESC 3.X).
- The exabgp log, located at `/var/log/exabgp.log`.

Configuration and log check for Keepalived:

Verify the keepalived configuration in the following path:

- You can check the configuration file at `/etc/keepalived/keepalived.conf` to verify the keepalived configuration .
- The keepalived log is located at `/var/log/messages` by grep keepalived or vrrp.

Configuration and log check for DRBD:

Verify the DRBD configuration in the following path:

- To verify the DRBD configuration, check the file at `/etc/drbd.d/esc.res` .
- The DRBD log is located at `/var/log/messages` by grep drbd.

Configuration check for BGP:

Verify the BGP configuration:

- The BGP configuration must be the same as installation arguments and ASR configuration.
- The BGP configuration can be verified by checking the file at /opt/cisco/esc/esc-scripts/bgp-sa/exabgp/neighbor_init.conf.

High Availability Active Node Stays in the Switching-to-Active State

The ESC High Availability (HA) cluster might have some issues at the startup. The following are the possible issues listed:

Problem:

- ESC HA node cannot reach its peer during the initial installation. Verify that ESC HA is able to reach its peer when switching to Active for the first time.
- ESC service (tomcat/escmanager) cannot start properly due to database problems (etc. database migration, database file corruption).
- Confd cannot start due to the CDB file corruption.
- Postgresql cannot start or init due to issues in the file system (disk space is 100% full).
- The connection between ESC nodes is too slow (MTU issue).

Verification:

Verify the following are the items to troublehsoot the previous problems:

- The connectivity between ESC Active node and standby node. For initial installation, ESC active (escadm) service will not be up if it cannot reach the standby node. Ensure that you have both ESC nodes successfully deployed and they can reach each other.
- Check ESC logs at /var/log/esc/esc_haagent.log (ESC 2.X), or /var/log/esc/escadm.log (ESC 3.X and up). In most of the cases, it displays why ESC service gets blocked and which step/service startup did not work well.
- If esc_service/escadm and postgresql have started, check the log at /var/log/esc/escmanager.log for more information about the error messages.

Keepalived Service State on Both HA VM Instances Stay in Backup State

Problem :

ESC HA has four different states: Active, Backup, Fault, and Stop. The Backup state is a transit state between Stop to Active, or Fault to Active. It is probable that both ESC VMs stick to the Backup state but usually do not last for a longer period. If you observe that the keepalived state on both ESC HA VMs is in a Backup state for more than two minutes, it could be a problem. However, there is a possibility of VRRP broadcast interference in your network.

Solution :

Run the following commands in any of your ESC VM to diagnose this problem:

```
$ sudo tcpdump -vvv -n -i ethX host ff02::12 (for IPv6 network)
$ sudo tcpdump -vvv -n -i ethX host 224.0.0.18 (for IPv4 Network)
```

The previous tcpdump commands listens to the VRRP broadcast packets in your ESC's heartbeat network. Use your heartbeat network interface to replace the ethX in the previous commands. For example, eth0. It provides you the information that whether your ESC VM is able to listen to the VRRP broadcast generated by any node in the subnet and you will find out who is doing the VRRP broadcasting in your network. For example:

```
# sudo tcpdump -vvv -n -i eth0 host 224.0.0.18
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes
21:40:37.269728 IP (tos 0xc0, ttl 255, id 16606, offset 0, flags [none], proto VRRP (112),
 length 40)
    152.16.3.76 > 224.0.0.18: vrrp 152.16.3.76 > 224.0.0.18: VRRPv2, Advertisement, vrid
78, prio 101, authtype none, intvl 5s, length 20, addrs: 152.16.3.78
21:40:37.271332 IP (tos 0xc0, ttl 255, id 63866, offset 0, flags [none], proto VRRP (112),
 length 40)
    152.16.7.228 > 224.0.0.18: vrrp 152.16.7.228 > 224.0.0.18: VRRPv2, Advertisement, vrid
 230, prio 101, authtype none, intvl 5s, length 20, addrs: 152.16.7.230
21:40:38.269976 IP (tos 0xc0, ttl 255, id 49799, offset 0, flags [none], proto VRRP (112),
 length 40)
    152.16.3.61 > 224.0.0.18: vrrp 152.16.3.61 > 224.0.0.18: VRRPv2, Advertisement, vrid
74, prio 101, authtype none, intvl 5s, length 20, addrs: 152.16.3.74
21:40:39.271020 IP (tos 0xc0, ttl 255, id 20946, offset 0, flags [none], proto VRRP (112),
 length 40)
    152.16.1.195 > 224.0.0.18: vrrp 152.16.1.195 > 224.0.0.18: VRRPv2, Advertisement, vrid
 193, prio 101, authtype none, intvl 5s, length 20, addrs: 152.16.1.193
21:40:42.270541 IP (tos 0xc0, ttl 255, id 16607, offset 0, flags [none], proto VRRP (112),
 length 40)
```

Solution :

Ensure that no other VM or machine is doing the broadcasting with the same VRID as your ESC HA configuration. Otherwise, it will cause the interferences to your ESC HA heartbeat thereby causing both the ESC HA VMs to stay in Backup state. Run the following command to find the VRID value of your ESC HA:

```
$ cat /etc/keepalived/keepalived.conf | grep virtual_router_id
```

If you find that the VRID of your ESC HA is used by other systems in your subnet, specify a value of `--kad_vri` in your bootvm.py argument.

ESC HA is Running Slow

Problem :

In some OpenStack environment, the neutron configuration is different, the network throughput is extremely slow. In such cases, ESC VM needs to reduce the MTU for network interfaces from 1500 to 1450.

Solution :

Use the following steps to reduce the MTU value:

- Identify the interface interface you want to change and then go to the `/etc/sysconfig/network-scripts/ifcfg-ethX`. X represents the interface number you want to change.
- Use a text editor like VIM to add or edit the MTU items.

  ```
  mtu=1450
  ```

- Use the following command to restart the network interface:

  ```
  # network service restart
  i.e: sudo ifdown eth0 && sudo ifup eth0
  ```

Unable to Access ESC HA with the VIP

Ensure that your VIP is in allowed_address_pairs of the ports of ESC instances.

Before you begin

Problem 1:

Unable to access ESC HA with the VIP

ESC VIP floats across ESC HA instances and it redirects the connection to ESC Master.

Verification and Troubleshooting:

Check the following two items if your VIP does not work in the OpenStack environment:

- You must assign the VIP as allowed address pair to the original interface of ESC instances.
- Check the port of your ESC's interfaces and ensure that the allowed address pair configurations are correct.

Procedure

Step 1 Find the port UUID of your ESC interface for VIP Failover. In the following example, `152.16.3.76` is the IP:

```
$ neutron port-list | grep 152.16.3.76
| 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685 |     | fa:16:3e:87:c9:e5 | {"subnet_id":
"7b2ce63b-eb20-4ff8-8d49-e46ee8dde0f5", "ip_address": "152.16.3.76"}
```

Step 2 Check the allowed address pairs for the port and add the VIP to the allowed address pair of the port.

For example:

```
$ neutron port-show 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685
+----------------------+--------------------------------------------------------------------------------------+
| Field                | Value
                    |
+----------------------+--------------------------------------------------------------------------------------+
| admin_state_up       | True
                    |
| allowed_address_pairs |
                    |
| binding:host_id      | my-ucs-64
                    |
| binding:profile      | {}
                    |
| binding:vif_details  | {"port_filter": true, "ovs_hybrid_plug": false}
                    |
| binding:vif_type     | ovs
                    |
| binding:vnic_type    | normal
                    |
| created_at           | 2017-12-13T21:16:56
                    |
| description          |
                    |
| device_id            | b895cd19-2491-4ac0-b4b5-087a4f76b701
                    |
| device_owner         | compute:None
                    |
| extra_dhcp_opts      |
                    |
| fixed_ips            | {"subnet_id": "7b2ce63b-eb20-4ff8-8d49-e46ee8dde0f5", "ip_address":
 "152.16.3.76"} |
| id                   | 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685
                    |
| mac_address          | fa:16:3e:87:c9:e5
                    |
| name                 |
                    |
| network_id           | c7fafeca-aa53-4349-9b60-1f4b92605420
                    |
| port_security_enabled | True
                    |
| security_groups      | e8e9e10c-0e73-4e01-b364-115f785f787d
                    |
| status               | ACTIVE
                    |
| tenant_id            | d972982b511d4caa973f2ab71b58c2fe
                    |
| updated_at           | 2017-12-13T21:17:20
                    |
+----------------------+--------------------------------------------------------------------------------------+
```

```
$ neutron port-update <your_esc_port_id> --allowed-address-pairs type=dict list=true
ip_address=<your_vip_address>
For Example:
$ neutron port-update 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685 --allowed-address-pairs type=dict
 list=true ip_address=152.16.3.78
Updated port: 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685

$ neutron port-show 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685
+-----------------------+--------------------------------------------------------------------------------+
| Field                 | Value                                                                          |
+-----------------------+--------------------------------------------------------------------------------+
| admin_state_up        | True                                                                           |
| allowed_address_pairs | {"ip_address": "152.16.3.78", "mac_address": "fa:16:3e:87:c9:e5"}              |
| binding:host_id       | my-ucs-64                                                                      |
| binding:profile       | {}                                                                             |
| binding:vif_details   | {"port_filter": true, "ovs_hybrid_plug": false}                                |
| binding:vif_type      | ovs                                                                            |
| binding:vnic_type     | normal                                                                         |
| created_at            | 2017-12-13T21:16:56                                                            |
| description           |                                                                                |
| device_id             | b895cd19-2491-4ac0-b4b5-087a4f76b701                                           |
| device_owner          | compute:None                                                                   |
| extra_dhcp_opts       |                                                                                |
| fixed_ips             | {"subnet_id": "7b2ce63b-eb20-4ff8-8d49-e46ee8dde0f5", "ip_address":
 "152.16.3.76"} |
| id                    | 80d7e031-04cd-4fb7-8f48-dcbcdbbd8685                                           |
| mac_address           | fa:16:3e:87:c9:e5                                                              |
| name                  |                                                                                |
| network_id            | c7fafeca-aa53-4349-9b60-1f4b92605420                                           |
| port_security_enabled | True                                                                           |
| security_groups       | e8e9e10c-0e73-4e01-b364-115f785f787d                                           |
| status                | ACTIVE                                                                         |
| tenant_id             | d972982b511d4caa973f2ab71b58c2fe                                               |
| updated_at            | 2018-01-29T21:35:17                                                            |
+-----------------------+--------------------------------------------------------------------------------+
```

What to do next

Other VM takes over the VIP IP address:

In such scenarios, you must find out who took the VIP IP address. Once you know that, you release the IP address or select another IP address for your HA VIP. To ensure that the VIP you are using is safe and no one takes over it, you can create a port to occupy the VIP. To reserve the VIP address, run the following command:

```
$ neutron port-create <network_name> --fixed-ip ip_address=<your_vip_address> --name kad-vip


For example:

$ neutron port-create esc-net --fixed-ip ip_address=152.16.3.78 --name kad-vip
Created a new port:
+-----------------------+--------------------------------------------------------------------------------------+
| Field                 | Value                                                                                |
+-----------------------+--------------------------------------------------------------------------------------+
| admin_state_up        | True                                                                                 |
| allowed_address_pairs |                                                                                      |
| binding:host_id       |                                                                                      |
| binding:profile       | {}                                                                                   |
| binding:vif_details   | {}                                                                                   |
| binding:vif_type      | unbound                                                                              |
| binding:vnic_type     | normal                                                                               |
| created_at            | 2018-01-29T21:53:33                                                                  |
| description           |                                                                                      |
| device_id             |                                                                                      |
| device_owner          |                                                                                      |
| extra_dhcp_opts       |                                                                                      |
| fixed_ips             | {"subnet_id": "7b2ce63b-eb20-4ff8-8d49-e46ee8dde0f5", "ip_address":
 "152.16.3.78"} |
| id                    | 3c037a4b-4245-4554-adf5-56ca6bbffa98                                                 |
| mac_address           | fa:16:3e:4e:f2:96                                                                    |
| name                  | kad-vip                                                                              |
| network_id            | c7fafeca-aa53-4349-9b60-1f4b92605420                                                 |
| port_security_enabled | True                                                                                 |
| security_groups       | e8e9e10c-0e73-4e01-b364-115f785f787d                                                 |
| status                | DOWN                                                                                 |
| tenant_id             | d972982b511d4caa973f2ab71b58c2fe                                                     |
| updated_at            | 2018-01-29T21:53:33                                                                  |
+-----------------------+--------------------------------------------------------------------------------------+
```

VIP is in a different network than the management network:

ESC HA configuration provides the following three configuration parameters (bootvm.py arguments):

- **`--ha_node_list`**: The list of IP addresses for HA nodes in the Active/Standby cluster. For ESC nodes with multiple network interfaces, these IPs should be the addresses in the network used for data synchronization. This argument is utilized for replication-based HA solution only. For example:

  ```
  --ha_node_list 192.168.0.12 192.168.0.22
  ```

- **`--kad_vip`** : The IP address for keepalived VIP (virtual IP) and the interface for keepalived VIP (ESC 2.2). For example:

  ```
  -kad_vip 10.20.0.194
  ```

  From ESC 2.2, the interface of VIP is specified in the following format:

  ```
  --kad_vip 10.20.0.194:eth2 or --kad_vip [2001:cc0:2020::fc]:eth2;
  ```

- **`--kad_vif`**:
  - The interface for keepalived VRRP and VIP (ESC 1.0 ~ ESC 2.1).
  - The interface for keepalived VRRP only if the VIP interface is specified in kad_vip (ESC 2.2). For example:

    ```
    --kad_vif eth0
    ```

    Use the VIP in a different interface than where network/interface of synchronization interface (kad_vif), --ha_node_list, and --kad_vif should be configured in one network/interface (eth1) and the --kad_vip in another network/interface (eth0).

    For example, for following bootvm.py commands, ESC HA uses eth1 (192.168.0.0/24) for data synchronization and heartbeat and uses eth0 (192.168.5.0/24) for VIP access. The VIP 192.168.5.200 floats between ESC nodes in the network (192.168.5.0/24).

    ```
    ./bootvm.py esc-ha-1 --image ESC-2_2_8_106 --net lab-net-0 esc-net --gateway_ip
    192.168.0.1 --ipaddr 192.168.5.239 192.168.0.239 --ha_node_list 192.168.0.239
    192.168.0.243 --kad_vip 192.168.5.200/24:eth0 --kad_vif eth1 --ha_mode drbd --route
     10.85.103.0/24:192.168.0.1:eth1 --avail_zone nova:my-ucs-26
    ./bootvm.py esc-ha-0 --image ESC-2_2_8_106 --net lab-net-0 esc-net --gateway_ip
    192.168.0.1 --ipaddr 192.168.5.243 192.168.0.243 --ha_node_list 192.168.0.239
    192.168.0.243 --kad_vip 192.168.5.200/24:eth0 --kad_vif eth1 --ha_mode drbd --route
     10.85.103.0/24:192.168.0.1:eth1 --avail_zone nova:my-ucs-27
    ```

Status Check in Active VM Not Displaying the Status of BACKUP VM

The heartbeat of ESC HA is based on VRRP protocol. Based on VRRP protocol, ESC Active VM does not know the status of Backup VM instance. Hence, the status check also does not include the Backup VM status because the ESC service works fine as long as Active VM is working.

If you want to check the status of Backup VM, in ESC Active VM, run the following command:

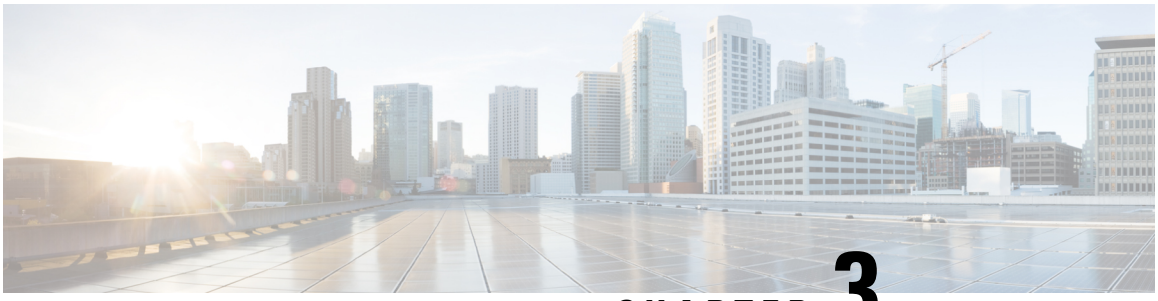
```
$ sudo cat /proc/drbd
version: 8.4.10-1 (api:1/proto:86-101)
GIT-hash: a4d5de01fffd7e4cde48a080e2c686f9e8cebf4c build by abcbuild@, 2017-09-15 14:23:22
 1: cs:Connected ro:Primary/Secondary ds:UpToDate/UpToDate C r-----
    ns:5883476 nr:3012 dw:5886500 dr:378689 al:26 bm:0 lo:0 pe:0 ua:0 ap:0 ep:1 wo:f oos:0
```

Ensure that the `ro` shows `Primary/Secondary` and the `ds` shows `UpToDate/UpToDate`. It means that your Backup is connected to the Active VM and synchronization between Active and Backup is good. The following example shows when your Backup VM gets disconnected:

```
$ sudo cat /proc/drbd
version: 8.4.10-1 (api:1/proto:86-101)
GIT-hash: a4d5de01fffd7e4cde48a080e2c686f9e8cebf4c build by abcbuild@, 2017-09-15 14:23:22
 1: cs:WFConnection ro:Primary/Unknown ds:UpToDate/DUnknown C r-----
    ns:5888880 nr:3012 dw:5891912 dr:378689 al:26 bm:0 lo:0 pe:0 ua:0 ap:0 ep:1 wo:f oos:84
```

PART III

Troubleshooting Cisco Elastic Services Controller Micro-Services



CHAPTER 3

Troubleshooting Cisco Elastic Services Controller Micro-Services

ESC is designed based on Micro-Service software architecture and there are many components or applications integrated together in a micro-service software architecture to provide vendor-agnostic, customizable and programmable platform.

Overview of Cisco Elastic Services Controller Micro-Services

ESC is based on Micro-Service software architecture which provide various services to its vendors. To ensure that all micro-services are running in healthy state. Following are the methods to check the health condition of ESC's micro-services and the overall service status:

To check ESC's overall status, run the following command in ESC VM or the Active VM of ESC HA.

The first line of the output shows the overall status of ESC service and the following lines indicate the status of each micro-service or component.

```
# escadm status --v
0 ESC status=0 ESC HA Master Healthy
vimmanager (pgid 6432) is running
monitor (pgid 6450) is running
mona (pgid 6529) is running
drbd (pgid 0) is master
confd (pgid 6656) is running
keepalived (pgid 1374) is running
pgsql (pgid 6760) is running
filesystem (pgid 0) is running
snmp (pgid 6598) is running
escmanager (pgid 6924) is running
```

Cisco Elastic Services Controller status is Not Healthy

Problem :

In some scenarios, when you check your ESC status, the output of ESC health status displays that ESC is in critical error status and probably one or some of the ESC's component or micro-service are in stopped/dead or not running state. For example:

```
# escadm status --v
2 ESC status=0 ESC HA Master Critical
vimmanager (pgid 6432) is running
monitor (pgid 6450) is running
mona is stopped
drbd (pgid 0) is master
confd (pgid 6656) is running
keepalived (pgid 1374) is running
pgsql (pgid 6760) is running
filesystem (pgid 0) is running
snmp (pgid 6598) is running
escmanager (pgid 6924) is running
```

Solution :

Do the following actions to get the ESC service back.

- Restart ESC service

  Following commands help you to restart ESC services in a Standalone ESC:

  For ESC 2.X:

  ```
  $ sudo service esc_service stop
  $ sudo service esc_service status (make sure ESC service is stopped)
  $ sudo service esc_service start
  ```

  For ESC 3.X and later releases:

  ```
  $ sudo escadm stop
  $ sudo escadm status (make sure ESC service is stopped)
  $ sudo escadm start
  ```

  For ESC HA, run the following commands to restart ESC service.

  For ESC 2.X:

  ```
  $ sudo service keepalived stop
  $ sudo service keepalived status (make sure ESC service is stopped)
  $ sudo service keepalived start
  ```

  For ESC 3.X and later releases:

  ```
  $ sudo escadm stop
  $ sudo escadm status (make sure ESC service is stopped)
  $ sudo escadm start
  ```

  Note that ESC HA failover will be triggered when you restart the ESC service. The BACKUP VM will switch running as the HA MASTER node after execution of the above mentioned commands. If you do not want to trigger the switchover, the two extra steps mentioned below should be taken care.

  Note ESC HA failover triggers when you restart the ESC service. The BACKUP VM switches and starts running as the HA Active VM when you execute the previous commands.

  Use the following steps if you do not want to trigger the switchover:

Before you execute the service restart commands in Active VM, login to the Backup VM first and run the following commands:

For ESC 2.X:

```
$ sudo service keepalived stop
$ sudo service keepalived status (make sure ESC service is stopped)
```

For ESC 3.X and later releases:

```
$ sudo escadm stop
$ sudo escadm status (make sure ESC service is stopped)
```

Once you restart the ESC service in the Active VM, log into the Backup VM again and run the following commands:

For ESC 2.X:

```
$ sudo service keepalived start
```

For ESC 3.X and later releases:

```
$ sudo escadm start
```

- Reboot ESC VM

  If restart ESC service still doesn't help, run the following command to reboot the ESC VM:

  ```
  $ sudo reboot
  ```

Note ESC HA switchover triggers when you reboot the ESC Active VM. The Backup VM becomes the new Active and start all the services.

- Check ESC's start up logs.

If ESC service still gets stuck at the startup, check the ESC logs to find out the details. You must verify the following logs files:

- `/var/log/esc/escadm.log` -The log of ESC service start/stop to check which micro-service causes the problem.
- `/var/log/esc/escmanager.log` -The log of ESCManager about ESCManager service start/stop.
- `/var/log/messages` -The OS message logging file also contains fatal startup errors at the system level.

If you cannot find the problem, collect the ESC logs and send the log files from ESC VMs (two VMs in HA) to the technical support team. To collect the logs, use the following command:

```
$ sudo escadm log collect
```