

## Infrastructure - Support #1164

### cn-orc-1 is down

2010-12-20 16:38 - Robert Waltz

<b>Status:</b>	Closed	<b>Start date:</b>	2010-12-20
<b>Priority:</b>	Urgent	<b>Due date:</b>	
<b>Assignee:</b>	Dave Vieglais	<b>% Done:</b>	100%
<b>Category:</b>	Support Operations	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Sprint-2010.50	<b>Story Points:</b>	
<b>Milestone:</b>	CCI-0.5		
<b>Product Version:</b>	*		

#### Description

I upgraded software on all machines over the weekend. There were changes such that I needed to reboot the servers. cn-ucsb-1 and cn-unm-1 came back up. cn-orc-1 never came back up. We had this problem before last September right before our meeting in DC. We need to fix the issue that when Oak Ridges machines go down, we are unable to get them back up in a timely fashion.

#### History

##### #1 - 2010-12-20 16:59 - Dave Vieglais

- Status changed from New to Closed

Machine is back up now, though it is not clear what the problem is.

It was necessary to perform the equivalent of a hard reset from the host VM manager.

Will create a new story for management related tasks of the CN hardware stack.