

DataDirectTM

NETWORKS



WOS Access

NFSDW.PL Script Removal

Technical Support Bulletin

Revision A

16 August 2013

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1.0 Overview

1.1 Issue Summary

WOS Access installations upgraded from WOS Access 1.0 may include a DDN-created script called `nfsdw.pl`. This script monitors memory usage and restarts NFS processes whenever usage exceeds a threshold value. In some customer environments, excessive restarts may degrade performance or NFS may become hung.

1.2 Affected Systems

WOS1600 and WOS6000 platforms running WOS Access 1.2.2 or previous versions may be affected by this issue.

2.0 Problem Description and Root Cause

A memory leak issue in WOS Access 1.0 was patched with a DDN-created script called `nfsdw.pl`. Once initiated, this script remains part of the customer's `cronjob` settings and runs at five-minute intervals. The script monitors memory usage and attempts to restart the NFS services whenever free memory falls below 35%. This threshold is not appropriate for later versions of WOS Access. In customer environments where this threshold is frequently crossed, NFS restarts degrade performance, and in some cases the NFS services can hang.

The original memory leak was fixed in a subsequent release of WOS Access. Consequently, the `nfsdw.pl` script is no longer needed. However, `nfsdw.pl` was not deleted during the installation of later versions. It should be removed.

WOS Access 1.2.2, the latest release, is agnostic with respect to the `nfsdw.pl` script and neither installs the script nor removes it.

3.0 Resolution

To resolve this issue, perform the following steps:

- Step 1.** Upgrade the cluster to WOS Core 2.1.2 (or higher) to ensure all dependencies for WOS Access 1.2.2 are in place.
- Step 2.** Upgrade the cluster and its clients to WOS Access 1.2.2 (or higher).
- Step 3.** Log on to the primary node controller as root or as the user whose `crontab` entry must be removed.
- Step 4.** Enter the following command at the command line:

```
crontab -l | egrep -v 'nfsdw(.pl|.job)' | crontab -
```

4.0 Contacting DDN Technical Support

Please contact DDN Technical Support if you need assistance. Support can be reached as follows:

Web <https://portal.ddn.support.com>

Email support@ddn.com

Telephone

Worldwide Directory <http://www.ddn.com/en/support/contact-support>

North America +1 888-634-2374

Europe/Middle East/Africa 800.3282.3473

Asia/Pacific +1 866.443.1147

Other (toll call) +1 818.718.8507