

DDN Insight Use of Stratagem Can Cause MDS Crash in EXAScaler



ALERT! EXAScaler may crash with out-of-memory errors when monitored by DDN Insight.

Issue Summary

When DDN Insight monitors certain EXAScaler configurations, the EXAScaler metadata server (MDS) may spontaneously crash and reboot. The MDS event log may report “out-of-memory” and “oom-killer” messages when this occurs. High CPU utilization may also be present.

Crashes typically are seen on EXAScaler file systems hosting billions of files or more.

This issue has been traced to periodic uses of the `l1pe_launch` and `l1pe_scan` commands by the EXAScaler Stratagem scan. Stratagem collects the statistics requested by the DDN Insight Data Profiler widget.

When the EXAScaler file system hosts a very large number of files, the Stratagem scans requested by Insight may consume enough system resources to trigger `oom-killer`, resulting in an EXAScaler MDS node reboot.

Affected Products

This issue affects DDN Insight versions 4.0 and higher when installed with EXAScaler versions 5.2 and higher.

Resolution

This issue will be resolved in future releases of DDN Insight and/or EXAScaler.

Workaround

Customers who have installed DDN Insight 4.0 or later with EXAScaler 5.2 or later should *disable the Stratagem statistics scan in EXAScaler*, as follows.

1. On each node where EXAScaler is installed and `es-agent` is enabled to gather statistics, located the `es-agent` configuration file `/opt/ddn/es-agent/agentconfig.toml`.
2. In the configuration file, comment out the Stratagem parameters. For example:

```
$ grep stratagem /opt/ddn/es-agent/agentconfig.toml  
  
#stratagemtime=""
```

```
#runstratagem=""  
#readstratagemresults=""
```

3. Restart es-agent with the command:

```
$ systemctl restart es-agent
```

4. Repeat these steps on the secondary EXAScaler server running es-agent if you use es-agent HA.

NOTE Please be aware that the Data Profiler widget in the DDN Insight UI will no longer show EXAScaler statistics after Strategem is disabled.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached on the web, by email, or by phone as listed below.

Web

DDN Community Support Portal <https://community.ddn.com/login>
Portal Assistance webportal.support@ddn.com

Email

Support Email support@ddn.com

Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

Bulletins & Notices

Support Bulletins <http://www.ddn.com/support/technical-support-bulletins>
End-of-Life Notices <http://www.ddn.com/support/end-of-life-notices>
Release Notes <https://community.ddn.com/login>
TSB Subscription Requests support-tsb@ddn.com