

Collectd Impacts EXAScaler Performance and Stability



ALERT! The collectd agent can cause performance and stability issues when enabled in EXAScaler.

Issue Summary

collectd is a small open-source daemon which collects system information periodically and provides mechanisms to store and monitor these values. DDN bundles it with the EXAScaler ISO image for use with DDN Insight storage monitoring software.

Older versions of collectd may leave open file handles in `procs` that impact MDT & OST storage targets. This can impact the performance and stability of EXAScaler.

Affected Products

EXAScaler versions 4.1.x through 5.1.x ship with versions of collectd which are subject to this issue.

Resolution

This issue is resolved in collectd version 5.7.4, which is packaged with EXAScaler 5.2.0 and higher. DDN recommends upgrading to the latest version of EXAScaler, particularly for customers who use DDN Insight. Please contact DDN Support to obtain an upgrade plan.

Customers who cannot upgrade their EXAScaler version may download collectd 5.7.4 from Github at <https://github.com/DDNStorage/collectd>. Please refer to the installation considerations provided in the Readme file on Github before attempting to install.

Workaround

The collectd agent may be disabled temporarily as follows.

1. Disable monitoring of the EXAScaler file system in DDN Insight, if installed.
2. Stop running the collectd service on all EXAScaler servers in the cluster with the commands:

```
clush -a "systemctl stop restapi-collectd"
clush -a "systemctl stop collectd"
```
3. Prevent the collectd service from starting on boot throughout the cluster with the commands:

```
clush -a "systemctl disable restapi-collectd"
clush -a "systemctl disable collectd"
```

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached online, 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>
Subscription Requests support-tsb@ddn.com