



Red Hat OpenShift Container Storage 4.3

Troubleshooting OpenShift Container Storage

How to troubleshoot errors and issues in OpenShift Container Storage

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Abstract

Read this document for instructions on troubleshooting Red Hat OpenShift Container Storage.

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CHAPTER 1. OVERVIEW

Troubleshooting OpenShift Container Storage is written to help administrators understand how to troubleshoot and fix their Red Hat OpenShift Container Storage cluster.

Most troubleshooting tasks focus on either a fix or a workaround. This document is divided into chapters based on the errors that an administrator may encounter:

- [Chapter 2, *Downloading log files and diagnostic information using must-gather*](#) shows you how to use the must-gather utility in OpenShift Container Storage.
- [Chapter 3, *Commonly required logs for troubleshooting*](#) shows you how to obtain commonly required log files for OpenShift Container Storage.
- [Chapter 6, *Troubleshooting alerts and errors in OpenShift Container Storage*](#) shows you how to identify the encountered error and perform required actions.

CHAPTER 2. DOWNLOADING LOG FILES AND DIAGNOSTIC INFORMATION USING MUST-GATHER

If Red Hat OpenShift Container Storage is unable to automatically resolve a problem, use the `must-gather` tool to collect log files and diagnostic information so that you or Red Hat support can review the problem and determine a solution.

Procedure

- Run the **must-gather** command from the client connected to the OpenShift Container Storage cluster:

```
$ oc adm must-gather --image=registry.redhat.io/ocs4/ocs-must-gather-rhel8:v4.3 --dest-dir=  
<directory-name> --node-name=<node-name>
```

where `<node-name>` is any master node in Ready state.



NOTE

--node-name is optional and needs to be used specifically for situations when either one or more worker nodes are not in Ready state.

This collects the following information in the specified directory:

- Collects all OpenShift Container Storage cluster related Custom Resources (CRs) with their namespaces.
- Collects pod logs of all the OpenShift Container Storage related pods.
- Collects output of some standard Ceph commands like Status, Cluster health, and others.

CHAPTER 3. COMMONLY REQUIRED LOGS FOR TROUBLESHOOTING

Some of the commonly used logs for troubleshooting OpenShift Container Storage are listed, along with the commands to generate them.

- Generating logs for a specific pod:

```
$ oc logs <pod-name> -n <namespace>
```

- Generating logs for Ceph or OpenShift Container Storage cluster:

```
$ oc logs rook-ceph-operator-<ID> -n openshift-storage
```

- Generating logs for plugin pods like cephfs or rbd to detect any problem in the PVC mount of the app-pod:

```
$ oc logs csi-cephfsplugin-<ID> -n openshift-storage -c csi-cephfsplugin
```

```
$ oc logs csi-rbdplugin-<ID> -n openshift-storage -c csi-rbdplugin
```

- To generate logs for all the containers in the CSI pod:

```
$ oc logs csi-cephfsplugin-<ID> -n openshift-storage --all-containers
```

```
$ oc logs csi-rbdplugin-<ID> -n openshift-storage --all-containers
```

- Generating logs for cephfs or rbd provisioner pods to detect problems if PVC is not in **BOUND** state:

```
$ oc logs csi-cephfsplugin-provisioner-<ID> -n openshift-storage -c csi-cephfsplugin
```

```
$ oc logs csi-rbdplugin-provisioner-<ID> -n openshift-storage -c csi-rbdplugin
```

- To generate logs for all the containers in the CSI pod:

```
$ oc logs csi-cephfsplugin-provisioner-<ID> -n openshift-storage --all-containers
```

```
$ oc logs csi-rbdplugin-provisioner-<ID> -n openshift-storage --all-containers
```

- Generating OpenShift Container Storage logs using cluster-info command:

```
$ oc cluster-info dump -n openshift-storage --output-directory=<directory-name>
```

Additional resources

- [Using must-gather](#)

CHAPTER 4. RECOVERING PODS

When a first node (say **NODE1**) goes to NotReady state because of some issue, the hosted pods that are using PVC with ReadWriteOnce (RWO) access mode try to move to the second node (say **NODE2**) but get stuck due to multi-attach error. In such a case, you can recover MON, OSD, and application pods by using the following steps.

Procedure

1. Power off **NODE1** (from AWS or vSphere side) and ensure that **NODE1** is completely down.
2. Force delete the pods on **NODE1** by using the following command:

```
$ oc delete pod <pod-name> --grace-period=0 --force
```

CHAPTER 5. OVERRIDING THE CLUSTER-WIDE DEFAULT NODE SELECTOR FOR OPENSIFT CONTAINER STORAGE POST DEPLOYMENT

When a cluster-wide default node selector is used for Openshift Container Storage, the pods generated by CSI daemonsets are able to start only on the nodes that match the selector. To be able to use Openshift Container Storage from nodes which do not match the selector, override the **cluster-wide default node selector** by performing the following steps in the command line interface :

Procedure

1. Specify a blank node selector for the openshift-storage namespace.

```
$ oc annotate namespace openshift-storage openshift.io/node-selector=
```

2. Delete the original pods generated by the DaemonSets.

```
oc delete pod -l app=csi-cephfsplugin -n openshift-storage
oc delete pod -l app=csi-rbdplugin -n openshift-storage
```

CHAPTER 6. TROUBLESHOOTING ALERTS AND ERRORS IN OPENSIFT CONTAINER STORAGE

6.1. RESOLVING ALERTS AND ERRORS

Red Hat OpenShift Container Storage can detect and automatically resolve a number of common failure scenarios. However, some problems require administrator intervention.

To know the errors currently firing, check one of the following locations:

- **Monitoring** → **Alerting** → **Firing** option
- **Home** → **Dashboards** → **Overview** tab
- **Home** → **Dashboards** → **OCS PV** tab
- **Home** → **Dashboards** → **OCS Object Service** tab

Copy the error displayed and search it in the following section to know its severity and resolution:

Name: **CephMonVersionMismatch**

Message: **There are multiple versions of storage services running.**

Description: **There are {{ \$value }} different versions of Ceph Mon components running.**

Severity: Warning

Resolution: Fix

Procedure: Inspect the user interface and log, and verify if an update is in progress.

- If an update in progress, this alert is temporary.
- If an update is not in progress, restart the upgrade process.

Name: **CephOSDVersionMismatch**

Message: **There are multiple versions of storage services running.**

Description: **There are {{ \$value }} different versions of Ceph OSD components running.**

Severity: Warning

Resolution: Fix

Procedure: Inspect the user interface and log, and verify if an update is in progress.

- If an update in progress, this alert is temporary.
- If an update is not in progress, restart the upgrade process.

Name: **CephClusterCriticallyFull**

Message: **Storage cluster is critically full and needs immediate expansion**

Description: **Storage cluster utilization has crossed 85%.**

Severity: Critical

Resolution: Fix

Procedure: Remove unnecessary data or expand the cluster.

Name: **CephClusterNearFull**

Fixed: **Storage cluster is nearing full. Expansion is required.**

Description: **Storage cluster utilization has crossed 75%.**

Severity: Warning

Resolution: Fix

Procedure: Remove unnecessary data or expand the cluster.

Name: **NooBaaBucketErrorState**

Message: **A NooBaa Bucket Is In Error State**

Description: **A NooBaa bucket {{ \$labels.bucket_name }} is in error state for more than 6m**

Severity: Warning

Resolution: Workaround

Procedure: [Resolving NooBaa Bucket Error State](#)

Name: **NooBaaBucketExceedingQuotaState**

Message: **A NooBaa Bucket Is In Exceeding Quota State**

Description: **A NooBaa bucket {{ \$labels.bucket_name }} is exceeding its quota - {{ printf "%0.0f" \$value }}% used message: A NooBaa Bucket Is In Exceeding Quota State**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Exceeding Quota State](#)

Name: **NooBaaBucketLowCapacityState**

Message: **A NooBaa Bucket Is In Low Capacity State**

Description: **A NooBaa bucket {{ \$labels.bucket_name }} is using {{ printf "%0.0f" \$value }}% of its capacity**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: **NooBaaBucketNoCapacityState**

Message: **A NooBaa Bucket Is In No Capacity State**

Description: **A NooBaa bucket {{ \$labels.bucket_name }} is using all of its capacity**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: **NooBaaBucketReachingQuotaState**

Message: **A NooBaa Bucket Is In Reaching Quota State**

Description: **A NooBaa bucket {{ \$labels.bucket_name }} is using {{ printf "%0.0f" \$value }}% of its quota**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: **NooBaaResourceErrorState**

Message: **A NooBaa Resource Is In Error State**

Description: **A NooBaa resource {{ \$labels.resource_name }} is in error state for more than 6m**

Severity: Warning

Resolution: Workaround

Procedure: [Resolving NooBaa Bucket Error State](#)

Name: `NooBaaSystemCapacityWarning100`

Message: **A NooBaa System Approached Its Capacity**

Description: **A NooBaa system approached its capacity, usage is at 100%**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: `NooBaaSystemCapacityWarning85`

Message: **A NooBaa System Is Approaching Its Capacity**

Description: **A NooBaa system is approaching its capacity, usage is more than 85%**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: `NooBaaSystemCapacityWarning95`

Message: **A NooBaa System Is Approaching Its Capacity**

Description: **A NooBaa system is approaching its capacity, usage is more than 95%**

Severity: Warning

Resolution: Fix

Procedure: [Resolving NooBaa Bucket Capacity or Quota State](#)

Name: `CephMdsMissingReplicas`

Message: **Insufficient replicas for storage metadata service.**

Description: `Minimum required replicas for storage metadata service not available.

Might affect the working of storage cluster.`

Severity: Warning

Resolution: [Contact Red Hat support](#)

Procedure:

1. Check for alerts and operator status.
2. If the issue cannot be identified, [contact Red Hat support](#).

Name: **CephMgrIsAbsent**

Message: **Storage metrics collector service not available anymore.**

Description: **Ceph Manager has disappeared from Prometheus target discovery.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

Procedure:

1. Inspect the user interface and log, and verify if an update is in progress.
 - If an update in progress, this alert is temporary.
 - If an update is not in progress, restart the upgrade process.
2. Once the upgrade is complete, check for alerts and operator status.
3. If the issue persists or cannot be identified, [contact Red Hat support](#).

Name: **CephNodeDown**

Message: **Storage node {{ \$labels.node }} went down**

Description: **Storage node {{ \$labels.node }} went down. Please check the node immediately.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

Procedure:

1. Check which node stopped functioning and its cause.
2. Take appropriate actions to recover the node. If node cannot be recovered:
 - See [Replacing storage nodes for OpenShift Container Storage](#)
 - [Contact Red Hat support](#)

Name: **CephClusterErrorState**

Message: **Storage cluster is in error state**

Description: **Storage cluster is in error state for more than 10m.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

Procedure:

1. Check for alerts and operator status.
2. If the issue cannot be identified, [download log files and diagnostic information using must-gather](#).
3. [Open a Support Ticket](#) with [Red Hat Support](#) with an attachment of the output of must-gather.

Name: **CephClusterWarningState**

Message: **Storage cluster is in degraded state**

Description: **Storage cluster is in warning state for more than 10m.**

Severity: Warning

Resolution: [Contact Red Hat support](#)

Procedure:

1. Check for alerts and operator status.
2. If the issue cannot be identified, [download log files and diagnostic information using must-gather](#).
3. [Open a Support Ticket](#) with [Red Hat Support](#) with an attachment of the output of must-gather.

Name: **CephDataRecoveryTakingTooLong**

Message: **Data recovery is slow**

Description: **Data recovery has been active for too long.**

Severity: Warning

Resolution: [Contact Red Hat support](#)

Name: **CephOSDDiskNotResponding**

Message: **Disk not responding**

Description: **Disk device {{ \$labels.device }} not responding, on host {{ \$labels.host }}.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

Name: **CephOSDDiskUnavailable**

Message: **Disk not accessible**

Description: **Disk device {{ \$labels.device }} not accessible on host {{ \$labels.host }}.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

Name: **CephPGRepairTakingTooLong**

Message: **Self heal problems detected**

Description: **Self heal operations taking too long.**

Severity: Warning

Resolution: [Contact Red Hat support](#)

Name: **CephMonHighNumberOfLeaderChanges**

Message: **Storage Cluster has seen many leader changes recently.**

Description: **'Ceph Monitor "{{ \$labels.job }}" instance {{ \$labels.instance }} has seen {{ \$value printf "%.2f" }} leader changes per minute recently.'**

Severity: Warning

Resolution: [Contact Red Hat support](#)

Name: **CephMonQuorumAtRisk**

Message: **Storage quorum at risk**

Description: **Storage cluster quorum is low.**

Severity: Critical

Resolution: [Contact Red Hat support](#)

6.2. RESOLVING NOOBAA BUCKET ERROR STATE

Procedure

1. Log in to OpenShift Web Console and click **Object Service**.
2. In the **Details** card, click the link under **System Name** field.
3. In the left pane, click **Buckets** option and search for the bucket in error state.
4. Click on its **Bucket Name**. Error encountered in bucket is displayed.
5. Depending on the specific error of the bucket, perform one or both of the following:

- a. For space related errors:
 - i. In the left pane, click **Resources** option.
 - ii. Click on the resource in error state.
 - iii. Scale the resource by adding more agents.
- b. For resource health errors:
 - i. In the left pane, click **Resources** option.
 - ii. Click on the resource in error state.
 - iii. Connectivity error means the backing service is not available and needs to be restored.
 - iv. For access/permissions errors, update the connection's **Access Key** and **Secret Key**.

6.3. RESOLVING NOOBAA BUCKET EXCEEDING QUOTA STATE

To resolve **A NooBaa Bucket Is In Exceeding Quota State** error perform one of the following:

- Cleanup some of the data on the bucket.
- Increase the bucket quota by performing the following steps:
 1. Log in to OpenShift Web Console and click **Object Service**.
 2. In the **Details** card, click the link under **System Name** field.
 3. In the left pane, click **Buckets** option and search for the bucket in error state.
 4. Click on it's **Bucket Name**. Error encountered in bucket is displayed.
 5. Click **Bucket Policies** → **Edit Quota** and increase the quota.

6.4. RESOLVING NOOBAA BUCKET CAPACITY OR QUOTA STATE

Procedure

1. Log in to OpenShift Web Console and click **Object Service**.
2. In the **Details** card, click the link under **System Name** field.
3. In the left pane, click **Resources** option and search for the PV pool resource.
4. For the PV pool resource with low capacity status, click on it's **Resource Name**.
5. Edit the pool configuration and increase the number of agents.