Red Hat OpenShift Container Storage 4.7

Troubleshooting OpenShift Container Storage

How to troubleshoot errors and issues in OpenShift Container Storage
How to troubleshoot errors and issues in OpenShift Container Storage
Abstract

Read this document for instructions on troubleshooting Red Hat OpenShift Container Storage.
# Table of Contents

MAKING OPEN SOURCE MORE INCLUSIVE .................................................. 3

PROVIDING FEEDBACK ON RED HAT DOCUMENTATION .......................... 4

CHAPTER 1. OVERVIEW ................................................................. 5

CHAPTER 2. DOWNLOADING LOG FILES AND DIAGNOSTIC INFORMATION USING MUST-GATHER ........ 6

CHAPTER 3. COMMONLY REQUIRED LOGS FOR TROUBLESHOOTING .................. 8

CHAPTER 4. OVERRIDING THE CLUSTER-WIDE DEFAULT NODE SELECTOR FOR OPENSIFT CONTAINER STORAGE POST DEPLOYMENT ........................................ 11

CHAPTER 5. ENCRYPTION TOKEN IS DELETED OR EXPIRED ........................ 12

CHAPTER 6. TROUBLESHOOTING ALERTS AND ERRORS IN OPENSIFT CONTAINER STORAGE .......... 13

  6.1. RESOLVING ALERTS AND ERRORS ........................................ 13

  6.2. RESOLVING NOOBAA BUCKET ERROR STATE ...................... 20

  6.3. RESOLVING NOOBAA BUCKET EXCEEDING QUOTA STATE .... 21

  6.4. RESOLVING NOOBAA BUCKET CAPACITY OR QUOTA STATE .. 21

  6.5. RECOVERING PODS .................................................. 21

  6.6. RECOVERING FROM EBS VOLUME DETACH .......................... 22

CHAPTER 7. CHECKING FOR LOCAL STORAGE OPERATOR DEPLOYMENTS ............... 23

CHAPTER 8. TROUBLESHOOTING AND DELETING REMAINING RESOURCES DURING UNINSTALL ...... 24

CHAPTER 9. TROUBLESHOOTING CEPHFS PVC CREATION IN EXTERNAL MODE .............. 26
MAKING OPEN SOURCE MORE INCLUSIVE

Red Hat is committed to replacing problematic language in our code, documentation, and web properties. We are beginning with these four terms: master, slave, blacklist, and whitelist. Because of the enormity of this endeavor, these changes will be implemented gradually over several upcoming releases. For more details, see our CTO Chris Wright’s message.
PROVIDING FEEDBACK ON RED HAT DOCUMENTATION

We appreciate your input on our documentation. Do let us know how we can make it better. To give feedback:

- For simple comments on specific passages:
  1. Make sure you are viewing the documentation in the Multi-page HTML format. In addition, ensure you see the Feedback button in the upper right corner of the document.
  2. Use your mouse cursor to highlight the part of text that you want to comment on.
  3. Click the Add Feedback pop-up that appears below the highlighted text.
  4. Follow the displayed instructions.

- For submitting more complex feedback, create a Bugzilla ticket:
  1. Go to the Bugzilla website.
  2. As the Component, use Documentation.
  3. Fill in the Description field with your suggestion for improvement. Include a link to the relevant part(s) of documentation.
  4. Click Submit Bug.
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.

IMPORTANT

When OpenShift Container Storage is deployed in external mode, must-gather only collects logs from the Red Hat OpenShift Container Storage cluster and does not collect debug data and logs from the external Red Hat Ceph Storage cluster. To collect debug logs from the external Red Hat Ceph Storage cluster, see Red Hat Ceph Storage Troubleshooting guide and contact your Red Hat Ceph Storage Administrator.

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:v4.7 --dest-dir=<directory-name>
  ```

  This collects the following information in the specified directory:

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

Command variations

- If one or more master nodes are not in the Ready state, use --node-name to provide a master node that is Ready so that the must-gather pod can be safely scheduled.

  ```
  $ oc adm must-gather --image=registry.redhat.io/ocs4/ocs-must-gather-rhel8:v4.7 --dest-dir=<directory-name> --node-name=<node-name>
  ```

- If you want to gather information from a specific time:

  - To specify a relative time period for logs gathered, such as within 5 seconds or 2 days, add /usr/bin/gather since=<duration>:

    ```
    $ oc adm must-gather --image=registry.redhat.io/ocs4/ocs-must-gather-rhel8:v4.7 --dest-dir=<directory-name> /usr/bin/gather since=<duration>
    ```

  - To specify a specific time to gather logs after, add /usr/bin/gather since-time=<rfc3339-timestamp>:

    ```
    $ oc adm must-gather --image=registry.redhat.io/ocs4/ocs-must-gather-rhel8:v4.7 --dest-dir=<directory-name> /usr/bin/gather since-time=<rfc3339-timestamp>
    ```
Replace the example values in these commands as follows:

\(<\text{node-name}\>\)

If one or more master nodes are not in the \texttt{Ready} state, use this parameter to provide the name of a master node that is still in the \texttt{Ready} state. This avoids scheduling errors by ensuring that the \texttt{must-gather} pod is not scheduled on a master node that is not ready.

\(<\text{directory-name}\>\)

The directory to store information collected by \texttt{must-gather}.

\(<\text{duration}\>\)

Specify the period of time to collect information from as a relative duration, for example, \texttt{5h} (starting from 5 hours ago).

\(<\text{rfc3339-timestamp}\>\)

Specify the period of time to collect information from as an RFC 339 timestamp, for example, \texttt{2020-11-10T04:00:00+00:00} (starting from 4am UTC on 11 Nov 2020).
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>

- Check the OpenShift Container Storage operator logs and events.

  - To check the operator logs:

    # oc logs <ocs-operator> -n openshift-storage
# oc get pods -n openshift-storage | grep -i "ocs-operator" | awk '{print $1}'

- To check the operator events:
  # oc get events --sort-by=metadata.creationTimestamp -n openshift-storage

- Get the OpenShift Container Storage operator version and channel.
  # oc get csv -n openshift-storage

  Example output:
  
<table>
<thead>
<tr>
<th>NAME</th>
<th>DISPLAY VERSION</th>
<th>REPLACES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ocs-operator.v4.7.2</td>
<td>OpenShift Container Storage</td>
<td>4.7.2</td>
</tr>
<tr>
<td>Succeeded</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# oc get subs -n openshift-storage

  Example output:

<table>
<thead>
<tr>
<th>NAME</th>
<th>PACKAGE</th>
<th>SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ocs-operator</td>
<td>ocs-operator</td>
<td>redhat-operators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>stable-4.7</td>
</tr>
</tbody>
</table>

- Confirm that the installplan is created.

  # oc get installplan -n openshift-storage

- Verify the image of the components post updating OpenShift Container Storage.
  - Check the node on which the pod of the component you want to verify the image is running.

    # oc get pods -o wide | grep <component-name>

    For Example:
    # oc get pods -o wide | grep rook-ceph-operator

    Example output:

    rook-ceph-operator-566cc677fd-bjqnb 1/1 Running 20 4h6m 10.128.2.5 rook-ceph-operator-566cc677fd-bjqnb 1/1 Running 20 4h6m 10.128.2.5 dell-r440-12.gsslab.pnq2.redhat.com <none> <none>

    <none> <none>

    **dell-r440-12.gsslab.pnq2.redhat.com** is the **node-name**.
- Check the image ID.
  
  ```
  # oc debug node/<node name>
  ```

  `<node-name>`

  Is the name of the node on which the pod of the component you want to verify the image is running.

  ```
  # chroot /host
  # crictl images | grep <component>
  ```

  For Example:

  ```
  # crictl images | grep rook-ceph
  ```

  Example output:

<table>
<thead>
<tr>
<th>IMAGE</th>
<th>TAG</th>
</tr>
</thead>
<tbody>
<tr>
<td>registry.redhat.io/ocs4/rook-ceph-rhel8-operator@sha256</td>
<td>&lt;none&gt;</td>
</tr>
<tr>
<td>5600a36370df4</td>
<td>1.55GB</td>
</tr>
</tbody>
</table>

  Take a note of the **IMAGEID** and map it to the **Digest** ID on the **Rook Ceph Operator** page.

Additional resources

- **Using must-gather**
CHAPTER 4. OVERRIDING THE CLUSTER-WIDE DEFAULT NODE SELECTOR FOR OPENSSHIFT 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 5. ENCRYPTION TOKEN IS DELETED OR EXPIRED

Use this procedure to update the token if the encryption token for your key management system gets deleted or expires.

Prerequisites

- Ensure that you have a new token with the same policy as the deleted or expired token

Procedure

1. Log in to OpenShift Container Platform Web Console.

2. Click Workloads → Secrets

3. To update the ocs-kms-token used for cluster wide encryption:
   a. Set the Project to openshift-storage.
   b. Click ocs-kms-token → Actions → Edit Secret
   c. Drag and drop or upload your encryption token file in the Value field. The token can either be a file or text that can be copied and pasted.
   d. Click Save.

4. To update the ceph-csi-kms-token for a given project or namespace with encrypted persistent volumes:
   a. Select the required Project.
   b. Click ceph-csi-kms-token → Actions → Edit Secret
   c. Drag and drop or upload your encryption token file in the Value field. The token can either be a file or text that can be copied and pasted.
   d. Click Save.

NOTE

The token can be deleted only after all the encrypted PVCs using the ceph-csi-kms-token have been deleted.
CHAPTER 6. TROUBLESHOOTING ALERTS AND ERRORS IN OPENSHIFT 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 → Overview → Overview tab
- Home → Overview → Persistent Storage tab
- Home → Overview → Object Service tab

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Message</th>
<th>Description</th>
<th>Severity</th>
<th>Resolution</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>CephMonVersionMismatch</td>
<td>There are multiple versions of storage services running.</td>
<td>There are {{ $value }} different versions of Ceph Mon components running.</td>
<td>Warning</td>
<td>Fix</td>
<td>Inspect the user interface and log, and verify if an update is in progress.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- If an update in progress, this alert is temporary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- If an update is not in progress, restart the upgrade process.</td>
</tr>
<tr>
<td>CephOSDVersionMismatch</td>
<td>There are multiple versions of storage services running.</td>
<td>There are {{ $value }} different versions of Ceph OSD components running.</td>
<td>Warning</td>
<td>Fix</td>
<td>Inspect the user interface and log, and verify if an update is in progress.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- If an update in progress, this alert is temporary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- If an update is not in progress, restart the upgrade process.</td>
</tr>
<tr>
<td>Name</td>
<td>Message</td>
<td>Description</td>
<td>Severity</td>
<td>Resolution</td>
<td>Procedure</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>-----------</td>
<td>------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>CephClusterCriticallyFull</td>
<td><strong>Storage cluster is critically full and needs immediate expansion</strong></td>
<td>Storage cluster utilization has crossed 85%.</td>
<td>Critical</td>
<td>Fix</td>
<td>Remove unnecessary data or expand the cluster.</td>
</tr>
<tr>
<td>CephClusterNearFull</td>
<td><strong>Storage cluster is nearing full. Expansion is required.</strong></td>
<td>Storage cluster utilization has crossed 75%.</td>
<td>Warning</td>
<td>Fix</td>
<td>Remove unnecessary data or expand the cluster.</td>
</tr>
<tr>
<td>NooBaaBucketErrorState</td>
<td><strong>A NooBaa Bucket Is In Error State</strong></td>
<td>A NooBaa bucket {{ $labels.bucket_name }} is in error state for more than 6m</td>
<td>Warning</td>
<td>Workaround</td>
<td>Resolving NooBaa Bucket Error State</td>
</tr>
<tr>
<td>NooBaaNamespaceResourceErrorState</td>
<td><strong>A NooBaa Namespace Resource Is In Error State</strong></td>
<td>A NooBaa namespace resource {{ $labels.namespace_resource_name }} is in error state for more than 5m</td>
<td>Warning</td>
<td>Fix</td>
<td>Resolving NooBaa Bucket Error State</td>
</tr>
</tbody>
</table>
### NooBaaNamespaceBucketErrorState
- **Message:** A NooBaa Namespace Bucket Is In Error State
- **Description:** A NooBaa namespace bucket {{ $labels.bucket_name }} is in error state for more than 5m
- **Severity:** Warning
- **Resolution:** Fix
- **Procedure:** Resolving NooBaa Bucket Error State

### 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

### 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

### 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
<table>
<thead>
<tr>
<th>Name</th>
<th>Message</th>
<th>Description</th>
<th>Severity</th>
<th>Resolution</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>NooBaaBucketReachingQuotaState</td>
<td>A NooBaa Bucket Is In Reaching Quota State</td>
<td>A NooBaa bucket {{ $labels.bucket_name }} is using {{ printf &quot;%0.0f&quot; $value }}% of its quota</td>
<td>Warning</td>
<td>Fix</td>
<td>Resolving NooBaa Bucket Capacity or Quota State</td>
</tr>
<tr>
<td>NooBaaResourceErrorState</td>
<td>A NooBaa Resource Is In Error State</td>
<td>A NooBaa resource {{ $labels.resource_name }} is in error state for more than 6m</td>
<td>Warning</td>
<td>Workaround</td>
<td>Resolving NooBaa Bucket Error State</td>
</tr>
<tr>
<td>NooBaaSystemCapacityWarning100</td>
<td>A NooBaa System Approached Its Capacity</td>
<td>A NooBaa system approached its capacity, usage is at 100%</td>
<td>Warning</td>
<td>Fix</td>
<td>Resolving NooBaa Bucket Capacity or Quota State</td>
</tr>
<tr>
<td>NooBaaSystemCapacityWarning85</td>
<td>A NooBaa System Is Approaching Its Capacity</td>
<td>A NooBaa system is approaching its capacity, usage is more than 85%</td>
<td>Warning</td>
<td>Fix</td>
<td>Resolving NooBaa Bucket Capacity or Quota State</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Name: CephDataRecoveryTakingTooLong</th>
<th>Message: Data recovery is slow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: Data recovery has been active for too long.</td>
<td>Severity: Warning</td>
</tr>
<tr>
<td>Resolution: Contact Red Hat support</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name: CephOSDDiskNotResponding</th>
<th>Message: Disk not responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: Disk device {{ $labels.device }} not responding, on host {{ $labels.host }}.</td>
<td>Severity: Critical</td>
</tr>
<tr>
<td>Resolution: Contact Red Hat support</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name: CephOSDDiskUnavailable</th>
<th>Message: Disk not accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: Disk device {{ $labels.device }} not accessible on host {{ $labels.host }}.</td>
<td>Severity: Critical</td>
</tr>
<tr>
<td>Resolution: Contact Red Hat support</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name: CephPGRepairTakingTooLong</th>
<th>Message: Self heal problems detected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: Self heal operations taking too long.</td>
<td>Severity: Warning</td>
</tr>
<tr>
<td>Resolution: Contact Red Hat support</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name: CephMonHighNumberOfLeaderChanges</th>
<th>Message: Storage Cluster has seen many leader changes recently.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: 'Ceph Monitor &quot;{{ $labels.job }}&quot;: instance {{ $labels.instance }} has seen {{ $value printf &quot;%.2f&quot; }} leader changes per minute recently.'</td>
<td>Severity: Warning</td>
</tr>
<tr>
<td>Resolution: Contact Red Hat support</td>
<td></td>
</tr>
</tbody>
</table>
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. If the bucket in error state is a namespace bucket, be sure to click the Namespace Buckets pane.

4. Click on it’s 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.

### 6.5. 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:

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

### 6.6. RECOVERING FROM EBS VOLUME DETACH

When an OSD or MON elastic block storage (EBS) volume where the OSD disk resides is detached from the worker Amazon EC2 instance, the volume gets reattached automatically within one or two minutes. However, the OSD pod gets into a **CrashLoopBackOff** state. To recover and bring back the pod to **Running** state, you must restart the EC2 instance.
CHAPTER 7. CHECKING FOR LOCAL STORAGE OPERATOR DEPLOYMENTS

OpenShift Container Storage clusters with Local Storage Operator are deployed using local storage devices. To find out if your existing cluster with OpenShift Container Storage was deployed using local storage devices, use the following procedure:

**Prerequisites**

- OpenShift Container Storage is installed and running in the `openshift-storage` namespace.

**Procedure**

By checking the storage class associated with your OpenShift Container Storage cluster’s persistent volume claims (PVCs), you can tell if your cluster was deployed using local storage devices.

1. Check the storage class associated with OpenShift Container Storage cluster’s PVCs with the following command:

   ```
   $ oc get pvc -n openshift-storage
   ```

2. Check the output. For clusters with Local Storage Operator, the PVCs associated with `ocs-deviceset` use the storage class `localblock`. The output looks similar to the following:

<table>
<thead>
<tr>
<th>NAME</th>
<th>STATUS</th>
<th>VOLUME</th>
<th>CAPACITY</th>
<th>ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>db-noobaa-db-0</td>
<td>Bound</td>
<td>pvc-d96c747b-2ab5-47e2-b07e-1079623748d8</td>
<td>50Gi</td>
<td>RWO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ocs-storagecluster-ceph-rbd</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ocs-deviceset-0-0-lzfrd</td>
<td>Bound</td>
<td>local-pv-7e70c77c</td>
<td>1769Gi</td>
<td>RWO</td>
</tr>
<tr>
<td>localblock</td>
<td>2m10s</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ocs-deviceset-1-0-7rggl</td>
<td>Bound</td>
<td>local-pv-b19b3d48</td>
<td>1769Gi</td>
<td>RWO</td>
</tr>
<tr>
<td>localblock</td>
<td>2m10s</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ocs-deviceset-2-0-znhk8</td>
<td>Bound</td>
<td>local-pv-e9f22cdc</td>
<td>1769Gi</td>
<td>RWO</td>
</tr>
<tr>
<td>localblock</td>
<td>2m10s</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional Resources**

- Deploying OpenShift Container Storage using local storage devices on AWS
- Deploying OpenShift Container Storage using local storage devices on VMware
- Deploying OpenShift Container Storage using local storage devices on Red Hat Virtualization
- Deploying OpenShift Container Storage using local storage devices on bare metal
CHAPTER 8. TROUBLESHOOTING AND DELETING REMAINING RESOURCES DURING UNINSTALL

Occasionally some of the custom resources managed by an operator may remain in “Terminating” status waiting on the finalizer to complete, although you have performed all the required cleanup tasks. In such an event you need to force the removal of such resources. If you do not do so, the resources remain in the “Terminating” state even after you have performed all the uninstall steps.

1. Check if the openshift-storage namespace is stuck in Terminating state upon deletion.

   ```bash
   $ oc get project -n <namespace>
   
   Output:
   
   NAME    DISPLAY NAME   STATUS
   openshift-storage Terminating
   
   2. Check for the `NamespaceFinalizersRemaining` and `NamespaceContentRemaining` messages in the `STATUS` section of the command output and perform the next step for each of the listed resources.

   ```bash
   $ oc get project openshift-storage -o yaml
   
   Example output:
   
   status:
   conditions:
   - lastTransitionTime: "2020-07-26T12:32:56Z"
     message: All resources successfully discovered
     reason: ResourcesDiscovered
     status: "True"
     type: NamespaceDeletionDiscoverySuccess
   - lastTransitionTime: "2020-07-26T12:32:56Z"
     message: All legacy kube types successfully parsed
     reason: ParsedGroupVersions
     status: "True"
     type: NamespaceDeletionGroupVersionParsingSuccess
   - lastTransitionTime: "2020-07-26T12:32:56Z"
     message: All content successfully deleted, may be waiting on finalization
     reason: ContentDeleted
     status: "True"
     type: NamespaceDeletionContentSuccess
   - lastTransitionTime: "2020-07-26T12:32:56Z"
     message: 'Some resources are remaining: cephobjectstoreusers.ceph.rook.io has 1 resource instances'
     reason: SomeResourcesRemain
     status: "True"
     type: NamespaceContentRemaining
   - lastTransitionTime: "2020-07-26T12:32:56Z"
     message: 'Some content in the namespace has finalizers remaining: cephobjectstoreuser.ceph.rook.io in 1 resource instances'
     reason: SomeContentRemain
     status: "True"
     type: NamespaceContentRemain
   ```
3. Delete all the remaining resources listed in the previous step. For each of the resources to be deleted, do the following:
   a. Get the object kind of the resource which needs to be removed. See the message in the above output.
      Example:
      
      message: Some content in the namespace has finalizers remaining:
      cephobjectstoreuser.ceph.rook.io
      
      Here cephobjectstoreuser.ceph.rook.io is the object kind.
      
      b. Get the Object name corresponding to the object kind.
      
         $ oc get <Object-kind> -n <project-name>
      
      Example:
      
         $ oc get cephobjectstoreusers.ceph.rook.io -n openshift-storage
      
      Example output:
      
      NAME                        AGE
      noobaa-ceph-objectstore-user 26h
      
      c. Patch the resources.
      
         $ oc patch -n <project-name> <object-kind>/<object-name> --type=merge -p
         
         
         Example:
         
         $ oc patch -n openshift-storage cephobjectstoreusers.ceph.rook.io/noobaa-ceph-
         objectstore-user \
         --type=merge -p '{"metadata": {"finalizers":null}}'
      
      Output:
      
      cephobjectstoreuser.ceph.rook.io/noobaa-ceph-objectstore-user patched
      
4. Verify that the openshift-storage project is deleted.
   
   $ oc get project openshift-storage
   
   Output:
   
   Error from server (NotFound): namespaces "openshift-storage" not found

If the issue persists, reach out to Red Hat Support.
CHAPTER 9. TROUBLESHOOTING CEPHFS PVC CREATION IN EXTERNAL MODE

If you have updated the Red Hat Ceph Storage cluster from a version lower than 4.1.1 to the latest release and is not a freshly deployed cluster, you must manually set the application type for CephFS pool on the Red Hat Ceph Storage cluster to enable CephFS PVC creation in external mode.

1. Check for CephFS pvc stuck in **Pending** status.

   ```
   # oc get pvc -n <namespace>
   ```

   Example output:

   ```
   NAME                      STATUS    VOLUME
   CAPACITY  ACCESS MODES    STORAGECLASS                        AGE
   ngx-fs-pxknkcix20-pod     Pending
   ocs-external-storagecluster-cephfs  28h
   [...
   ```

2. Check the **describe** output to see the events for respective pvc.

   Expected error message is **cephfs_metadata/csi.volumes.default/csi.volume.pvc-xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx: (1) Operation not permitted**

   ```
   # oc describe pvc ngx-fs-pxknkcix20-pod -n nginx-file
   ```

   Example output:

   ```
   Name:          ngx-fs-pxknkcix20-pod
   Namespace:     nginx-file
   StorageClass:  ocs-external-storagecluster-cephfs
   Status:        Pending
   Volume:
   Labels:        <none>
   Annotations:   volume.beta.kubernetes.io/storage-provisioner: openshift-storage.cephfs.csi.ceph.com
   Finalizers:    [kubernetes.io/pvc-protection]
   Capacity:
   Access Modes:
   VolumeMode:    Filesystem
   Mounted By:    ngx-fs-oyoe047v2bn2ka42fgg-pod-hqhzf
   Events:
   Type     Reason              Age                   From
   Message
   ----     ------              ----                  ----
   -------
   Warning  ProvisioningFailed  107m (x245 over 22h)  openshift-storage.cephfs.csi.ceph.com_csi-cephfsplugin-provisioner-5f8b66cc96-hvcqp_6b7044af-c904-4795-9ce5-bf0cf63cc4a4
   ```
3. Check the settings for the `<cephfs metadata pool name>` (here `cephfs_metadata`) and `<cephfs data pool name>` (here `cephfs_data`). For running the command, you will need `jq` preinstalled in the Red Hat Ceph Storage client node.

```bash
# ceph osd pool ls detail --format=json | jq '.[] | select(.pool_name| startswith("cephfs")) | .pool_name, .application_metadata' "cephfs_data"
{  "cephfs": {} }
"cephfs_metadata"
{  "cephfs": {} }
```

4. Set the application type for CephFS pool.

- Run the following commands on the Red Hat Ceph Storage client node:

```
# ceph osd pool application set <cephfs metadata pool name> cephfs metadata cephfs
# ceph osd pool application set <cephfs data pool name> cephfs data cephfs
```

5. Verify if the settings are applied.

```
# ceph osd pool ls detail --format=json | jq '.[] | select(.pool_name| startswith("cephfs")) | .pool_name, .application_metadata' "cephfs_data"
{  "cephfs": {    "data": "cephfs"  }
"cephfs_metadata"
{  "cephfs": {    "metadata": "cephfs"  }
```

6. Check the CephFS PVC status again. The PVC should now be in **Bound** state.

```
# oc get pvc -n <namespace>
```

Example output:

```
NAME                      STATUS    VOLUME
CAPACITY  ACCESS MODES    STORAGECLASS                        AGE
ngx-fs-pxknkcix20-pod     Bound     pvc-1ac0c6e6-9428-445d-bbd6-1284d54dbdb47
```
1Mi  RWO  ocs-external-storagecluster-cephfs  29h