

SUMMARY: system shut down cleanly?

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Date: 11/18/03

Date: Tue, 18 Nov 2003 10:09:21 +0000

To: tru64-unix-managers@ornl.gov

Thanks for you help, apologies for the delay in summarising the results. Got some good ideas from the usual suspects – Alan Rollow, Ryan Frantz, David Stack and others, thanks to all.

We were unable to find out exactly what happened and stopped short of getting HP to have a look. We are keeping a close eye on the system, but at this point it is being put into the black hole of problems.

Below are a couple of the ideas forwarded.

Thanks,
Alan

– You can check the `.sh_history` file under root to see if the shutdown command was given. Also if you have `decevent` installed, it will also log a shutdown command.

– You can always check the `'history'` file in `/` to see if whoever was `su'd` in issued the `'shutdown'` command or one of it's cousins

– Crash dumps occur when the system decides to take itself down, either in response to a software inconsistency or machine check. If, for example, the system's power supplies or internal power/temperature sensors detected a problem, it could shutdown itself down and the operating system would never be the wiser. Some systems are pretty smart and might keep track of those things, but you need to shutdown the system to get to the console (except for the really big systems that have an independent console). A typical user initiated shutdown or halt, should leave a trace somewhere; either in the binary error log or one of the other log files.

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Original Question

- > *We had a system down when we arrived in this morning. We had a DBA logged*
- > *in with SU access. We diagnosed the problem as below. Is there anything*
- > *also to check. I cant get into a blame game with no proof of wrong doing.*
- > *As it stands, the system may have shutdown, but I cant see how.*
- > *An help would be appreciated.*
- >
- > *Alan*
- >
- >
- > *1. We looked for a crash dump file. There is none present.*
- >
- > *2. We looked at all the log files. The log files showed no evidence of any*
- > *unusual occurrences. The boot sequence gave no indication of an unclean*
- > *system shutdown.*
- > *checked messages, biblog, syslogs etc*
- >
- > *3. We ran a sys_check on the system, to make sure we hadnt missed anything*
- > *silly. Again we found nothing to suggest the system had crashed.*
- >
- > *4. The system is monitored by the HP Collect utility. From this utility we*
- > *were able to pinpoint the system going down to within 10/15 seconds.*
- >
- > *5. Once we had the exact downtime of the system, we were able to use the*
- > *collect utility to see what was running and who was logged in at that*
- > *time.*
- > *No unusual processes were running.*
- >
- > *6. Oracle was not shut down cleanly on the system.*
- >
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