

## Re: 5.0.7 machine locks up!

**Source:** <http://unix.derkeiler.com/Newsgroups/comp.unix.sco.misc/2003-09/0173.html>

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**Date:** 09/06/03

Date: Fri, 05 Sep 2003 19:32:26 -0700

On Fri, 5 Sep 2003 02:06:25 GMT, Bela Lubkin <[belal@sco.com](mailto:belal@sco.com)> wrote:

>Brian Lavender wrote:

>

>> I just put into production my new OSR 5.0.7 machine running an  
>> Orthodontist application, and I have experienced several times where  
>> the system became unresponsive and I had to do power cycle on it  
>> (Ouch). I tried a terminal login, a virtual console, and even a telnet  
>> login. All I had was one shell that responded, but when I tried to  
>> switch to the root user, it would become unresponsive. Where can I  
>> look to find out what caused this?

>

>Let's start by getting a good description of the problem. I don't  
>understand "All I had was one shell that responded, but when I tried to  
>switch to the root user, it would become unresponsive". Was this a  
>pre-existing shell before the problem, or do you mean that you were able  
>to login, but no more than that?

>

>When you say you tried "a terminal login, a virtual console, and even a  
>telnet login", what happened in each case? Be explicit. For instance,  
>for the [serial?] terminal login, presumably you walked up to a terminal  
>that already had a "login:" prompt waiting. You typed "root", did it  
>echo the characters? If so, you hit return, did it give you a  
>"Password:" prompt? Describe all the attempts at this level of detail.

>

>Before the problem, was the console sitting at a graphical or text  
>screen? If text, were there any messages? If graphical, were you able  
>to switch away to a text screen? (That should be part of your  
>description of the "virtual console" attempt...)

Here's what the machine has attached to it.

2 telnet logins

2 serial based terminal logins

1 login is through the Digi Terminal Server

1 login is through the tty1a

The console with three virtual consoles

The telnet and serial based terminals became totally unresponsive. I had one console on tty02 in an existing shell where I could type  
\$ w  
and it would respond. I could type a few other commands as well. On the other virtual consoles, if I logged out, I would get a login: prompt. I could type in the user name, but then I would get no password: prompt. I do believe that after a waiting a long time, I was able to get a password prompt. Then I did get a # prompt. I typed  
# init 6  
but it wouldn't go into reboot. The result of the w command showed zero load. I did a power cycle on the box, and after rebooting, I checked syslog and messages. I couldn't see nothing that resulted in the problem.

The Digi Terminal Server doesn't connect via PCI or ISA. It sits on the network and uses a driver to make the serial ports look as if they are local.

A friend suggested I look at ps and see if there is a process that has a blocked or waiting interrupt. He also suggested looking at lsof.

The one thing I do know is that one of the serial based terminals shows names of patients who are scheduled to arrive. The patients normally check themselves in. If the receptionist checks in a person in a person instead, the program normally removes the patient, and updates the patient login screen. The tty for the patient checkin is writeable by other users. I am thinking that maybe there is some process that has or is waiting for something to come available, and it is causing the system to block. There doesn't seem to be any specific conditions that causes this lockup.

Any suggestions on how to troubleshoot this?

brian