Product Bulletin 85

Product	StorNext® Release 4.2.1.0.1, 4.2.2, and 4.2.2.0.1
Summary	StorNext-created user and group IDs must be identical on both nodes of a high availability pair.
Date	September 2012

Problem

Upgrading from releases prior to 4.2.1.0.1 creates a new user called **quantumdb** for MySQL. If the UID (numeric value for userid in the **/etc/passwd** file) is not identical on both nodes of an HA pair, the MySQL database will not start on one of the nodes, which can prevent storage manager from fully starting up.

A new group, **quantumdb** is also added to the **/etc/group** file. This is an error, and this group should not exist. The existing group **adic** should be used instead.

Symptoms

Failure of StorNext to fully start on one node in an HA pair.

Solution

The **quantumdb** user id can be created manually before upgrading to ensure that the user id's are identical.

This requirement is documented in the StorNext 4.3 Install Guide (page 3), StorNext 4.3 Upgrade Guide (page 4) and StorNext 4.3 User's Guide (page 280).

Compare the entries for **quantumdb** and **tdlm** in the **/etc/passwd** file on each of the HA nodes, and edit one or more of the passwd files, setting the **userid** value (3rd field of the passwd entry) to the same value in all of the passwd files. Issue the following command on each of the HA nodes:

```
# egrep 'quantumdb|tdlm' /etc/passwd

quantumdb:x:501:103::/usr/adic/mysql:/bin/sh

tdlm:x:101:103::/usr/adic/install:/bin/sh
```

Compare the output.

In this example, the **userid**s are 501 and 101, respectively. These values must match in the **/etc/passwd** file on both HA nodes. The ordering of the output lines does not matter.

The following script will fix the **quantumdb** group problem. It should be run on both of the HA nodes, as the root user. In general, all of this permission setting work must be done as the root user.

```
/usr/sbin/groupadd adic


if ! id quantumdb &> /dev/null

then

    /usr/sbin/useradd -M -d /usr/adic/mysql -s /bin/sh \

      quantumdb -g adic

fi


/usr/sbin/usermod -g adic quantumdb


for d in bin bkup config journal logs tmp

do

    dir=/usr/adic/mysql/$d

    if [ ! -d $dir ] ; then

        ! mkdir -p $dir && echo "Failed to create directory:
$dir" && exit 1

    fi

    ! chgrp adic $dir && echo "Failed to chgrp directory: $dir"
\       && exit 1

    ! chmod 0775 $dir && echo "Failed to chmod 0775 directory:
$dir" && exit 1

done


find /usr/adic/mysql -follow -group adic -prune -o \

    -user quantumdb -exec chgrp  adic {} \;
```

After running on both nodes, check the **adic** group in the **/etc/passwd** file on each of the nodes, as follows:

```
# grep 'adic' /etc/group
adic:x:103:root,tdlm
```

Be sure both nodes match.

For more information, contact the Quantum Technical Assistance Center and reference **CR 39028**.

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Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
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