Product Bulletin 4

Product: StorNext® Management Suite 2.2

Summary: Workaround for unwanted High Availability Failover due to stopping the DSM component.

Date: April 2004

Problem:

Stopping the Disk Storage Manager (DSM) component causes unwanted High Availability (HA) failover.

Solution:

When the StorNext Management Suite (SNMS) HA failover feature is configured, you cannot stop the DSM component when you want to perform periodic file system maintenance. This occurs because the HA failover system running on the standby server detects that the active server has gone out of service and invokes failover, thereby preventing the StorNext File System (StorNext FS) from being stopped.

If you need to stop the DSM component, perform these steps to disable the standby server prior to stopping StorNext FS. To disable the standby server:

1   Log in to one of the HA failover servers.

2   From a shell, source the ADIC profile. Enter:

```
. /usr/adic/.profile
```

3   To identify the active and standby servers, run the `cvadmin` command. Enter: `cvadmin`

> **Note**   In the HA failover environment, the server in control of your file systems may be different than the one on which `cvadmin` is currently running. The `cvadmin` command displays the name of the file systems in addition to the active server on which file system services are currently running. The standby server is where file system services are **not** running, making it the server that you will power down in the following step.

4   Log in to the standby server (not running the File System services) and power it down (gracefully, if possible) to disable HA failover.

> **Note**   Graceful power down of your server is determined by the operating system on which it runs.

Use the SNMS GUI to stop the DSM component on the active server.

5   Perform the required file system maintenance and restart the DSM component using the SNMS GUI.

6   Verify that the DSM component has restarted successfully by viewing the Component Status in upper right of the GUI.

7   Power up the standby server and restore full HA failover functionality.