

Scalix - Bug #60227

Failed to start due to missing temp directory

01/22/2016 09:35 AM - Andrea Lanfranchi

Status:	New	Start date:	01/22/2016
Priority:	Normal	Due date:	
Assignee:	ServerDevsGroup	% Done:	0%
Category:	Scalix Server	Estimated time:	0.00 hour
Target version:	12.5.2		
Operation System:	Rhel 6		

Description

Version 12.5.2.14725
Platform Version 12.5.2.14726
Server Version 12.5.2.14845

For reasons under investigation directory /var/opt/scalix/xx/s/temp has been deleted.
This causes all services stack to abort.
Omshowm reports omshowmn : [SYS 2] /var/opt/scalix/sx/s/temp/02ccbq0 file system error number 2

Simply recreating that directory with owner scalix:scalix allows services to restart.

History

#1 - 02/24/2016 09:31 AM - Prakash Nikhar

Hello Andrea Lanfranchi,

Sorry for the delay response, if you have still access of this server, could you please provide respective logs for scalix ?

Thanks,

Regards,
Prakash

#2 - 06/13/2016 06:29 AM - Gauhar Kazi

- Status changed from New to Answered

Hello Andrea,

The temp directory is required by various services to keep files temporarily. The content of the directory can be deleted if required with minimal effect, but the directory itself is required for smooth operations of scalix services.

I am closing this issue reported by you . In case you have any queries in this regards, please reply back to the same ticket

Regards,
Gauhar
Scalix Support.

#3 - 06/13/2016 06:30 AM - Gauhar Kazi

- Status changed from Answered to Closed

#4 - 06/13/2016 06:45 AM - Andrea Lanfranchi

Sorry but this is not an answer:

I clearly understand temp directory is crucial for services:
nevertheless I do not understand why, in case it's missing, services
simply refuse to start instead of simply recreating a missing (therefore
empty) element.

Da: Support rm

Inviato: lunedì 13 giugno 2016 12:30

A: undisclosed-recipients::

Oggetto: [Scalix - Support #60227] (Closed) Failed to start due to
missing temp directory

Issue #60227 has been updated by Gauhar Kazi.

- Status changed from Answered to Closed
-

Support #60227: Failed to start due to missing temp directory

- Author: Andrea Lanfranchi
- Status: Closed
- Priority: Normal
- Assignee: SupportGroup
- Category: Scalix Server
- Target version: 12.5.2
- Operation System: RHEL 6
- Milestone: All versions

Version 12.5.2.14725

Platform Version 12.5.2.14726

Server Version 12.5.2.14845

For reasons under investigation directory `/var/opt/scalix/xx/s/temp` has
been deleted.

This causes all services stack to abort.

Omshowm reports omshowmn : [SYS 2] `/var/opt/scalix/sx/s/temp/02ccbq0`
file system error number 2

Simply recreating that directory with owner `scalix:scalix` allows
services to restart.

You have received this notification because you have either subscribed
to it, or are involved in it.

To change your notification preferences, please click here:

<http://rm.scalix.com/my/account>

#5 - 06/13/2016 07:04 AM - Alexey Bobyr

- Assignee changed from *SupportGroup* to *ServerDevsGroup*
- Status changed from *Closed* to *New*
- Tracker changed from *Support* to *Bug*

#6 - 06/13/2016 07:27 AM - Pascal Lauria

Hi Andrea, it looks like you found a bug.