Troubleshooting Guide

Batches

If the batch cron job stops working

First, check the log file in log/whenever_cron.log to see if there are any error messages. If there aren't the lock file might be stuck. To ensure the batch job doesn't run more than one job at a time there is a lock file tmp/pids/batch_ingest.*. Delete the matching files and wait for the next run of the cron job.

Matterhorn

Ingest service reports as WARNING on Avalon's about/health page

When an ingest fails, it may leave the Matterhorn service in a bad state until subsequent ingests succeed. If you know that was not caused by a Matterhorn issue, you can bring its status back to OK by sanitizing the service:

1. Goto: http://MATTERHORN_URL:PORT
2. Login using credentials (IU: Test+server+documentation)
3. Goto: http://MATTERHORN_URL:PORT/docs.html?path=/services
4. Submit the sanitize form with serviceType=org.opencastproject.ingest&host=http://MATTERHORN_URL:PORT

Tomcat

Another Tomcat from a different repo was installed and replaced the old one

In Avalon 5.x and priors, we use a specific version of Tomcat from nul-repo. If a different version (for example one from epel) was installed, it will cause problems. To revert:

- Move old logs: /usr/local/tomcat/logs /usr/local/tomcat/logs.old
- Downgrade tomcat to 7.0.32-1.el6 from nul_public: sudo yum downgrade tomcat --disablerepo=epel
- Restore server.xml, tomcat-users.xml and web.xml in fedora/WEB-INF with a working versions from github or another server
- Restart Tomcat

Fedora

Corrupted thumbnail

Symptom

Item cannot be opened. Fetching the MasterFile in Rails console returns:

```
Ldp::HttpError: STATUS: 500 org.modeshape.persistence.relational.RelationalProviderException: java.nio.charset.
MalformedInputException: Input length = 1
```

Remedy

> ⊘ The following steps attempt to reverse engineer and modify DB blobs. They should be tested thoroughly on a non-production replica first.

Stop Tomcat/Fedora.

Find the Modeshape uuid for the MasterFile using its noid (eg `4q77fs77w`)

```
select * from MODESHAPE_REPOSITORY where content like '%4q77fs77w%';
```

Look in the result and find the last uuid, `fcf96b47505d64ecc9ea96-31cf-49c4-b4e3-f4b193723378` in this case

```
| fcf96b47505d644a95ff85-b6ab-4bdb-a150-6d5f21c9cda0 | 2017-06-08 01:17:35 | h  metadata @   id 3
fcf96b47505d644a95ff85-b6ab-4bdb-a150-6d5f21c9cda0  content   key 3    fcf96b47505d644a95ff85-b6ab-4bdb-a150-
6d5f21c9cda0 parent 3   fcf96b47505d64454d94d5-2fb7-48d9-8847-90a8b0d79f07 properties    http://www.jcp.org/jcr
/1.0    createdBy
                                                          bypassAdmin primaryType    $name
   nt:folder  created .  $date    2017-06-08T01:17:35.518-04:00  mixinTypes P   0 H   $name 8   {http://fedora.
info/definitions/v4/repository#}Pairtree    children ]  0 U   key 3   fcf96b47505d64ecc9ea96-31cf-49c4-b4e3-
f4b193723378 name
   4q77fs77w   childrenInfo   count             |
```

Dump the MasterFile row using this uuid

```
mysqldump -u mysql_user -h mysql_host -p fedora_db --skip-add-drop-table --no-create-info --where="id =
'fcf96b47505d64ecc9ea96-31cf-49c4-b4e3-f4b193723378'" MODESHAPE_REPOSITORY > masterfile.sql
```

Edit `masterfile.sql` using `vim` and delete everything after `poster` through `thumbnail`

> \0\0\0poster~~\0\0^C1\0U\0\0\0^Bkey\03\0\0\0fcf96b47505d643edfc8a7-a84d-46a8-ac6f-
> 38767ced38d3\0^Bname\0\n\0\0\0thumbnail~~\0\0\0^CchildrenInfo\0^T\

Drop the existing DB row

```
delete from MODESHAPE_REPOSITORY where id='fcf96b47505d64ecc9ea96-31cf-49c4-b4e3-f4b193723378';
```

Insert the updated row back

```
mysql -u mysql_user -h mysql_host -p fedora_db < masterfile.sql
```

Start Tomcat/Fedora.

Open the item in a web browser and recreate the thumbnail using the player's built-in function.