

知 H3Cloud Class(云学堂) 服务器冷重启后管理平台无法登陆

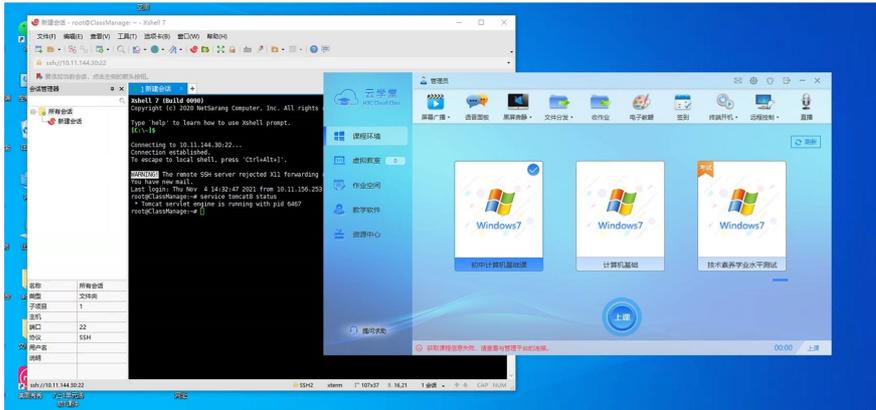
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组网及说明

老云学堂 Cloud Class场景

问题描述

现场对服务器进行过冷重启操作，重启后管理平台无法登陆，教室端连接报错



过程分析

队列服务因为服务器冷重启阻塞，阻塞时数据任务数据不完整造成脏数据残留。队列服务阻塞在冷重启场景下触发条件为存在正在上课、上课中、或正在下课的虚拟机时遇到服务器突然断电会导致此现象

```
root@ClassManage:/var/log#
You have new mail in /var/mail/root
root@ClassManage:/var/log# /var/lib/h3class/venv/horizon/
bin/ include/ lib/ lib64/ share/
root@ClassManage:/var/log# /var/lib/h3class/venv/horizon/
bin/ include/ lib/ lib64/ share/
root@ClassManage:/var/log# /var/lib/h3class/venv/horizon/bin/horizon status
queue service:
heartbeat service:
  h3class-heartbeat start/running, process 3595
dhcp service:
  h3class-dhcp stop/waiting
http service:
  h3class-http start/running, process 3566
root@ClassManage:/var/log# /var/lib/h3class/venv/horizon/bin/horizon stop
Stopping http Service... DONE
Stopping heartbeat Service... DONE
Stopping dhcp Service... DONE
Stopping queue Service... DONE
root@ClassManage:/var/log# /var/lib/h3class/venv/horizon/bin/horizon start
Starting queue Service... DONE
Starting heartbeat Service... DONE
Starting dhcp Service... DONE
Starting http Service... DONE
root@ClassManage:/var/log# service redis-server status
redis-server is running
root@ClassManage:/var/log# locate dump.rdb
/var/lib/redis/dump.rdb
/vms/redis/dump.rdb
You have new mail in /var/mail/root
root@ClassManage:/var/log# ll /vms/redis/
total 5424
drwxr-xrwx 2 root root 4096 Nov 4 18:36 /
```

解决方法

通过重启horizon服务，清理掉脏队列数据后可以恢复

