



Operations Alert Bulletin

Turning Off the preserveLog Utility

Background

Cisco is aware of several instances where the Digital Network Control System (DNCS) slowed down or became non-responsive while the system operator was performing a backup of the DNCS file system. Cisco engineers have examined these cases and discovered that the preserveLog utility was running at the same time that the system operator was trying to back up the file system.

The preserveLog utility is a file-archiving utility, developed by Cisco. This utility collects data from various DNCS processes and writes that data to log files on the DNCS. The preserveLog utility usually runs from the crontab file on the DNCS, where it runs without operator intervention. On some systems, this utility is configured to run as often as every 5 minutes.

When the preserveLog utility runs at the same time a backup of the DNCS file system is in progress, the /export/home file system of the DNCS may run out of disk space. When the file system runs out of disk space, DNCS performance may be affected. System operators should disable the preserveLog utility before backing up the DNCS file system.

Recommendation

Before backing up the DNCS file system, system operators should determine whether there is an entry for the preserveLog utility in the crontab file of the DNCS. If the preserveLog utility is listed in the crontab file, system operators should edit the file to disable the utility before backing up the file system. Then, after the backup is complete, system operators can re-enable the preserveLog utility. See *Examine and Edit the crontab File* (on page 4) for specific procedures.

Important! Note these other important points about backing up the file system:

- This bulletin specifically pertains to the preserveLog utility. If a site uses additional file archiving utilities, those utilities need to be disabled, as well, before backing up the DNCS file system.
- Schedule backups of the DNCS file system for periods of minimal system activity.

About This Bulletin

Audience

This document is intended for system operators of Cisco's Digital Broadband Delivery System (DBDS). Cisco engineers who help system operators troubleshoot and maintain their systems will also find this document useful.

Related Publication

You may find the following publication useful as a resource when you implement the procedures in this document. Check the copyright date on your resource to assure that you have the most current version. The publish date for the document was valid as of this printing. However, the document may have since been revised:

- *DBDS Backup and Restore Procedures For System Releases 2.2 through 4.2* (part number 4013779, published December 2006)

Document Version

This is the second release of this document.

Examine and Edit the crontab File

In the procedures that follow, you will determine whether the preserveLog utility is listed in the crontab file of the DNCS. If the preserveLog utility is listed in the crontab file, you will edit the crontab file to disable the preserveLog utility.

Important! Do not attempt to edit the crontab file unless you have experience in editing system files. Call Cisco Services if you need assistance in completing any of these procedures.

Examining the crontab File

Before backing up the file system of the DNCS, examine the crontab file for the presence of the preserveLog utility.

- 1 If necessary, open an xterm window on the DNCS and log on as **dncs** user.
- 2 Type **crontab -l | grep -i preserve** and then press **Enter**. If the preserveLog utility is part of the crontab file, the system displays the preserveLog entry.

Note: The "l" in "crontab -l" is a lowercase L.

Example: The following example shows a typical entry for the preserveLog utility in the crontab file:

```
00,10,20,30,40,50 * * * *  
/export/home/dncs/scripts/saInternalTools/preserveLog/preserveLog.ksh dsm  
drm qamManager camEx 2>&1
```

This example will actually appear on one line on the screen of the DNCS. The example has wrapped to several lines due to the limitations of this document.

- 3 Does the crontab file contain an entry for the preserveLog utility?
 - If **yes**, go to *Editing the crontab File* (on page 5) to disable the preserveLog utility before you back up the file system.
 - If **no**, the preserveLog utility is *NOT* included in the crontab file; you can back up the DNCS file system without editing the crontab file.

Editing the crontab File

In this procedure, you will disable the preserveLog utility so that you can back up the DNCS file system. Use the text editor of your choice to edit the crontab file. Before editing the crontab file, however, you will make a backup copy.

- 1 If necessary, open an xterm window on the DNCS and log on as **dncs** user.
- 2 Type **crontab -l > /export/home/dncs/dncs.crontab.bak** and then press **Enter** to make a backup copy of the crontab file.

Note: The "l" in "crontab -l" is a lowercase L.

- 3 Type **crontab -e** and then press **Enter**. The crontab file opens for editing.
- 4 Insert the **#** symbol before the line in the crontab file that contains the preserveLog entry. The line becomes a comment and is ignored by the system.

Example: After inserting the **#** symbol, the line in the crontab file that contains the preserveLog entry should look similar to this example:

```
# 00,10,20,30,40,50 * * * *
/export/home/dncs/scripts/saInternalTools/preserveLog/preserveLog.ksh dsm
drm qamManager camEx 2>&1
```

- 5 Save and close the crontab file.
- 6 Type **ps -ef | grep preserveLog** and then press **Enter** to ensure that there are no preserveLog processes currently running.
- 7 Does the output from step 6 show that a preserveLog process is running?
 - If **yes**, wait 5 minutes and then repeat step 6. If the results still show that a preserveLog process is running, call Cisco Services for assistance.
 - If **no**, back up the DNCS file system.
- 8 After backing up the DNCS file system, repeat steps 3 through 5 of this procedure to remove the **#** symbol before the line in the crontab file that contains the preserveLog entry.

For More Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



Cisco Systems, Inc.
5030 Sugarloaf Parkway, Box 465447
Lawrenceville, GA 30042

678 277-1120
800 722-2009
www.cisco.com

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January 2013 Printed in USA

Part Number 78-4020936-01 Rev B