



# Understanding Service-Level High Availability

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## Information About Cisco NX-OS Service Restarts

The Cisco NX-OS service restart features allow you to restart a faulty service without restarting the supervisor to prevent process-level failures from causing system-level failures. You can restart a service depending on current errors, failure circumstances, and the high-availability policy for the service. A service can undergo either a stateful or stateless restart. Cisco NX-OS allows services to store run-time state information and messages for a stateful restart. In a stateful restart, the service can retrieve this stored state information and resume operations from the last checkpoint service state. In a stateless restart, the service can initialize and run as if it had just been started with no prior state.

## Restartability Infrastructure

Cisco NX-OS allows stateful restarts of most processes and services. The back-end management and orchestration of processes, services, and applications within a platform are handled by a set of high-level system-control services.

## System Manager

The System Manager directs the overall system function, service management, and system health monitoring. The System Manager is responsible for launching, stopping, monitoring, and restarting services.

## Persistent Storage Service

Cisco NX-OS services use the persistent storage service (PSS) to store and manage the operational run-time information and configuration of platform services. The PSS component works with system services to recover states in the event of a service restart. PSS functions as a database of state and run-time information, which allows services to make a checkpoint of their state information whenever needed. A restarting service can recover the last known operating state that preceded a failure, which allows for a stateful restart.

Each service that uses PSS can define its stored information as one of the following:

- Private—It can be read only by that service.
- Shared—The information can be read by other services.

The service can specify that it is one of the following:

- Local—The information can be read only by services on the same supervisor.
- Global—It can be read by services on either supervisor or on modules.

## Message and Transaction Service

The message and transaction service (MTS) is a high-performance interprocess communications (IPC) message broker that specializes in high-availability semantics. MTS handles message routing and queuing between services on and across modules and between supervisors. MTS facilitates the exchange of messages such as event notification, synchronization, and message persistency between system services and system components. MTS can maintain persistent messages and logged messages in queues for access even after a service restart.

## HA Policies

Cisco NX-OS allows each service to have an associated set of internal HA policies that define how a failed service will be restarted. Each service can have four defined policies—a primary and secondary policy when two supervisors are present, and a primary and secondary policy when only one supervisor is present. If no HA policy is defined for a service, the default HA policy to be performed upon a service failure will be a switchover if two supervisors are present or a supervisor reset if only one supervisor is present.

Each HA policy specifies three parameters:

- Action to be performed by the System Manager:
  - Stateful restart
  - Stateless restart
  - Supervisor switchover (or restart)
- Maximum retries—The number of restart attempts to be performed by the System Manager. If the service has not restarted successfully after this number of attempts, the HA policy is considered to have failed, and the next HA policy is used. If no other HA policy exists, the default policy is applied, which results in a supervisor switchover or restart.

- **Minimum lifetime**—The time that a service must run after a restart attempt in order to consider the restart attempt as successful. The minimum lifetime is no less than four minutes.

## Process Restartability

Cisco NX-OS processes run in a protected memory space independently of each other and the kernel. This process isolation provides fault containment and enables rapid restarts. Process restartability ensures that process-level failures do not cause system-level failures. In addition, most services can perform stateful restarts. These stateful restarts allow a service that experiences a failure to be restarted and to resume operations transparently to other services within the platform and to neighboring devices within the network.

A failed service is restarted by different methods depending on the service's HA implementation and HA policies.

The following table describes the action taken by the System Manager for various failure conditions.

Failure	Action
Service/process exception	Service restart
Service/process crash	Service restart
Unresponsive service/process	Service restart
Repeated service failure	Supervisor reset (single) or switchover (dual)
Unresponsive System Manager	Supervisor reset (single) or switchover (dual)
Kernel failure	Supervisor reset (single) or switchover (dual)
Watchdog timeout	Supervisor reset (single) or switchover (dual)

## Stateful Restarts

When a restartable service fails, it is restarted on the same supervisor. If the new instance of the service determines that the previous instance was abnormally terminated by the operating system, the service then determines whether a persistent context exists. The initialization of the new instance attempts to read the persistent context to build a run-time context that makes the new instance appear like the previous one. After the initialization is complete, the service resumes the tasks that it was performing when it stopped. During the restart and initialization of the new instance, other services are unaware of the service failure. Any messages that are sent by other services to the failed service are available from the MTS when the service resumes.

Whether or not the new instance survives the stateful initialization depends on the cause of the failure of the previous instance. If the service is unable to survive a few subsequent restart attempts, the restart is considered as failed. In this case, the System Manager executes the action specified by the service's HA policy, forcing either a stateless restart, no restart, or a supervisor switchover or reset.

During a successful stateful restart, there is no delay while the system reaches a consistent state. Stateful restarts reduce the system recovery time after a failure.

The events before, during, and after a stateful restart are as follows:

- 1 The running services make a checkpoint of their run-time state information to the PSS.
- 2 The System Manager monitors the health of the running services that use heartbeats.
- 3 The System Manager restarts a service instantly when it crashes or hangs
- 4 After restarting, the service recovers its state information from the PSS and resumes all pending transactions.
- 5 If the service does not resume a stable operation after multiple restarts, the System Manager initiates a reset or switchover of the supervisor.
- 6 Cisco NX-OS will collect the process stack and core for debugging purposes with an option to transfer core files to a remote location.

When a stateful restart occurs, Cisco NX-OS sends a syslog message of level LOG\_ERR. If SNMP traps are enabled, the SNMP agent sends a trap.

## Stateless Restarts

Cisco NX-OS infrastructure components manage stateless restarts. During a stateless restart, the System Manager identifies the failed process and replaces it with a new process. The service that failed does not maintain its run-time state upon the restart, so the service can either build the run-time state from the running configuration, or if necessary, exchange information with other services to build a run-time state.

When a stateless restart occurs, Cisco NX-OS sends a syslog message of level LOG\_ERR. If SNMP traps are enabled, the SNMP agent sends a trap.

## Troubleshooting Restarts

When a service fails, the system generates information that can be used to determine the cause of the failure. The following sources of information are available:

- Every service restart generates a syslog message of level LOG\_ERR.
- If SNMP traps are enabled, the SNMP agent sends a trap when a service is restarted
- When a service failure occurs, the event is logged. To view the log, use the **show processes log** command in that module. The process logs are persistent across switchovers and resets.
- When a service fails, a system core image file is generated. You can view recent core images by entering the **show cores** command on the gateway. Core files are not persistent across switchovers and resets, but you can configure the system to export core files to an external server using a file transfer utility such as the Trivial File Transfer Protocol (TFTP).