

## aleph\_shutdown not stopping server processes after SP install

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 20

---

### Description:

We recently discovered that, after installing Aleph Minor Release 20.1 and SP1 in our staging environment some services have been hung.

The aleph\_shutdown.log from May 4 shows a number of processes still running (see below). I believe the shutdown was done using /etc/init.d/exlibris stop. Currently, util menus show these services as \*not\* running, and will not shut them down. However, attempts to start them result in errors in individual service logs indicating that they are already running.

\*\* aleph\_shutdown.log excerpt \*\*

```
Load: /exlibris/aleph/u20_1/alephe/tab/tab_library_group
Shutting down daemons/background jobs
Shutdown did not complete: the following processes are still running
aleph 10458 10370 0 Apr 08 ? 0:14 /exlibris/aleph/a20_1/aleph/exe/ncip_server_main 5 5991
aleph 28636 28616 0 Apr 20 ? 1:50 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28616 28607 0 Apr 20 ? 2:36 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 13743 13729 0 Apr 08 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/ill_server_main 9001
aleph 10497 10409 0 Apr 08 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/sip2_server_main 5 5331
aleph 10391 10265 0 Apr 08 ? 0:14 /exlibris/aleph/a20_1/aleph/exe/oclc_server 5771
aleph 10339 2961 0 Apr 08 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/z39_gate -a- -t /exlibris/aleph/a20_1/tmp -vlog
aleph 28637 28616 0 Apr 20 ? 0:05 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 10317 10263 0 Apr 08 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/z39_server -a- -vlog tcp:@:9991
aleph 28638 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28640 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28639 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
```

### Resolution:

ps -ef" shows www\_server processes from as far back as Apr 20 (predating the time of the SP install):

```
aleph@alephstage1(a20_1) NYU01> ps -ef | grep www_server
aleph 28616 28607 0 Apr 20 ? 3:58 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28607 2961 0 Apr 20 ? 0:00 csh -f /exlibris/aleph/a20_1/aleph/proc/www_server 4991 80 5
aleph 9526 28616 0 May 07 ? 0:38 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 27345 28616 0 May 10 ? 0:02 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28638 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28640 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
aleph 28639 28616 0 Apr 20 ? 0:00 /exlibris/aleph/a20_1/aleph/exe/www_server_main -p 4991 -v
```

As noted in your shutdown log, the shutdown failed to kill the processes. In the future, if you see this in the shutdown prior to the SP install, be sure to kill the processes manually.

All of these processes are server processes. As described in KB 5737, the "server\_monitor -ks" command can be used to kill server processes.

Please try the following:

Notify staff that staging server will be down

```
> server_monitor -ks
> ps -ef | grep server (to confirm that the server processes have all been killed)
```

Start up the servers with util w/3.

If this works OK, then try running your regular aleph\_shutdown to confirm that you are no longer getting the "Shutdown did not complete" message.

- 
- **Article last edited:** 10/8/2013