

ActiveVideo Customer Product Notification

Date Issued: 2/1/2019

Action Required: Yes

Affected Component: CSM, Stitcher, UDC – All Versions

Type of Action: Monitor

Urgency: High, service impact possible

Description:

Session Manager (CSM) and Stitcher servers require a UDC server to transmit session event/reporting data. As per design, if the UDC servers are unavailable, or the UDC servers have no available disk space, this session event/reporting data will be queued on the CSM and Stitchers.

Based on observations from several customer sites, if this condition is not remediated, the available disk space on CSM and Stitchers will continue to be consumed, resulting in service failures/full system outage.

Recommended Actions:

It is important to ensure the UDC servers always have sufficient available disk space, free inodes, and are always available/healthy for CSM and Stitchers to transmit data. In addition to the ActiveVideo provided health state SNMP OID, your monitoring system should be configured to check, using the standard CentOS/RHEL SNMP monitoring OIDs, and alert on disk space usage or inode consumption of the UDC servers.

- A consumption level of 70% used would be considered a WARNING, acting as soon as possible
- A consumption level of 85% would be considered CRITICAL and require immediate attention.

The level of incoming reporting data/disk usage will vary greatly depending on the number of Stitchers, the number of sessions, and number/complexity of the HTML

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applications in use. Additional configuration-specific monitoring items are listed below

For systems using /FileStore

It is important that the disk containing the folder /var/opt/udc/filestore on each UDC in your deployment is monitored and does not fill the disk completely.

Data within this folder should be moved/cleaned out on a daily-basis, at a minimum, with a maximum frequency of hourly (to avoid possible disk I/O contention)

For systems using /Router

Internet access, to the designated URL provided as part of your integration/installation, should always be available. Any network/internet connectivity maintenance/configuration change, performed on your part, are advised to be limited to 2 hours or less.

If the maintenance/configuration change or connectivity loss will persist longer than 2 hours, please open a Priority 1 incident for assistance with how to avoid a potential service interruption and preserve UDC data.

Should you have any further questions or require additional assistance, please reach out to the ActiveVideo Support team at _NOC@activevideo.com or contact your ActiveVideo support representative. Thank you.

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