GWME-7.2.1-15 Fix CPU Overload

Contents

Description

This update is for all GroundWork customers running GroundWork Monitor 7.2.1 who experience sudden and sustained unexplained high CPU load of the Java processes.

What is in this update?

This Technical Bulletin provides an updated version of a third-party Java library, which was found to have a bug that may cause inappropriate high sustained CPU load.

Prerequisites

- You need to be running GroundWork Monitor Enterprise 7.2.1 (possibly patched to version 7.2.2). Rollup patches do not include this fix.
- This technical bulletin does not depend upon prior technical bulletins.
- There is a need to schedule a downtime to apply this technical bulletin (time required is restart of gwservices, ~ 5 minutes)
- GroundWork Monitor must be up and running before installing or uninstalling this patch, so the start of gwservices at the end of those actions will work.

Installation Steps

Name	Size	Creator	Creation Date	Comment
TB7.2.1-15-fix-cpu-overload.tgz	1.35 MB	Glenn Herteg	Dec 22, 2021 13:32	MD5: 549b487bccd7e388e59f78bf61f1d72b

1. As the `root` user, copy the attached tarball to an empty directory on the GW server already in place.
2. Unpack the tarball using the command:

```
tar xf TB7.2.1-15-fix-cpu-overload.tgz
```

3. Change into the directory created by untarring:

```
cd TB7.2.1-15-fix-cpu-overload
```

4. Run the installer script:

```
./TB7.2.1-15_install.sh
```

The install script will test that you are on a GroundWork system running version 7.2.1, that you have not already installed this patch, and that you want to go ahead.

5. Respond to the install-confirmation prompt when it appears.
6. The old files being replaced will be backed up, and a set of new files will be copied into place. Nagios monitoring can continue while this patch is installed, but bouncing Nagios after the patch is installed is suggested to ensure immediate full synchronization with Foundation.

Uninstalling

Reversal of this patch will remove the revised Java files on the GW server and put back the old files that were backed up when the patch was installed.

1. As the `root` user, navigate to the patch-unpack directory you created when installing the patch. (If that directory no longer exists, first unpack the patch again.)

```
cd TB7.2.1-15-fix-cpu-overload
```

2. Run the uninstall command:

```
./TB7.2.1-15_uninstall.sh
```