

Health Checks for Haivision Products

Furnace Servers

The guide below provides details on the recommended health checks to complete regularly in order to prevent any performance related issue.

Furnace Systems

- Check system health (POST and SYS, BIOS Display indicators (Green = Go)
- Check System display for System / PWR or ERROR messages. (Normal=System ID)

Check disk health

- Ensure that all hard drive lights are green.

Check disk space

- Via SSH, run the terminal command “df -h”.
- The output will show the various disk partitions, their size, used space, available space, used percentage, and mount point.
- Ensure that at least 500 MB of space is available on / (The root filesystem)
- Ensure that at least 4 GB of space is available on /opt
- Ensure that at least 1 GB of space is available on /var

Check services (primary portal servers only)

- Via SSH, run the terminal command “sudo vfservice -l all status”
- Ensure that all services show as running, and none are stopped or stuck on starting

Check web UI (primary portal server only)

- Ensure that you can log into the web UI as an administrator
- Click the Tools link and ensure that the page loads with the administration tools VF Admin, VF Channel Manager, VF STB Imager, and VF Mantaray Manager

Check InStream player

- Ensure that you can launch InStream from the Furnace web UI
- Check that all channels are working

Check Mantaray STBs

- Ensure that all channels are working

For redundant Furnace systems, check that the backup and restore are working:

- On both primary and secondary servers, run the command “sudo /opt/redundancy/bin/redundancy test” and make sure it does not show errors.
- On the primary server, inspect the log file to make sure backups completed successfully by running the command “sudo grep 'Backup complete' /opt/redundancy/var/log/redundancy.log | tail” and make sure the date and time at the bottom is recent (within the last 24 hours).
- On the backup server, inspect the log file to make sure the restores completed successfully by running the command “sudo grep 'Restore complete' /opt/redundancy/var/log/redundancy.log | tail” and make sure the date and time at the bottom is recent (within the last 24 hours).