FreeNAS - Bug #28471

increase memory use without explanation

02/13/2018 08:30 AM - enrique campo

Status:	Closed			
Priority:	Nice to have			
Assignee:	Timur Bakeyev			
Category:	OS			
Target version:	N/A			
Seen in:	11.1-U1	**Needs Merging:**	Yes	
Severity:		**Needs Automation:**	No	
Reason for Closing:		**Support Suite Ticket:**	n/a	
Reason for Blocked:	Need additional information from Author	**Hardware Configuration:**		
Needs QA:	No	**ChangeLog Required:**	No	
Needs Doc:	No			

Description
Hello, after updating my FreeNAS to 11.1-U1
The use of the memeoria has increased to the point of using swap, stopping the system, to use it again I must restart everything.
I do not have a previous copy to return

Related issues:	
Related to FreeNAS - Umbrella #28585: Fix Samba memory leak in vfswrap_getwd()	**Done**

History

#1 - 02/13/2018 08:33 AM - enrique campo

- File debug-SRV-PMV-FREE-20180213163249.txz added

- Private changed from No to Yes

#2 - 02/13/2018 08:33 AM - enrique campo

- File 1.jpg added

#3 - 02/13/2018 08:33 AM - enrique campo

- File 2.jpg added

#4 - 02/13/2018 08:33 AM - enrique campo

- File 3.jpg added

#5 - 02/13/2018 08:35 AM - enrique campo

- File 4.jpg added

#6 - 02/13/2018 09:35 AM - enrique campo

- File 6.jpg added

- File 5.jpg added

#7 - 02/13/2018 09:59 AM - Dru Lavigne

- Seen in changed from 11.1-U1 to 11.1-U1

- Reason for Blocked set to Need additional information

Where is /shares/backup/FreeNAS? It has run out of space.

#8 - 02/13/2018 11:00 AM - enrique campo

my freenas is installed in USB memory 8GB, with storage raidz2 of 4 hard disk

mainly used for Windows SMB

#9 - 02/13/2018 12:03 PM - enrique campo

- File 7 datail storage.jpg added

#10 - 02/13/2018 12:12 PM - Dru Lavigne

I still don't understand where /shares/backup/FreeNAS is located. Is it on a backup system? It has run out of space.

#11 - 02/13/2018 12:38 PM - enrique campo

shares backup FreeNAS is located in an external unit,

These backups are from windows SMB

#12 - 02/13/2018 12:44 PM - enrique campo

- File 8.jpg added

#13 - 02/13/2018 12:51 PM - enrique campo

Today it has been necessary to restart at least 4 times but it happens the same
Can you assure me what to do?

#14 - 02/13/2018 02:24 PM - Dru Lavigne

- Assignee changed from Release Council to Alexander Motin

- Reason for Blocked changed from Need additional information to Need verification

Alexander: do you see any other obvious hardware reasons for the reboots. He is using a Realtek NIC and that USB backup device is problematic, but I'm not sure if that is related to the memory spike.

#15 - 02/13/2018 05:45 PM - Alexander Motin

- Assignee changed from Alexander Motin to Timur Bakeyev

According to the screenshots it is Samba process consumes most of system's memory. It should not be that huge.

Timur, could you take a look please?

#16 - 02/14/2018 04:04 AM - enrique campo

- File 9.jpg added

the restart that I mention, I have done it.

if I do not restart I receive> swap_pager_getswapspace (32): failed

how it happened during the night

#17 - 02/14/2018 04:32 AM - enrique campo

- File 10.jpg added

This is overwhelming, it happens around every hour.

memory runs out and start using swap

#18 - 02/14/2018 06:20 AM - Alexander Motin

enrique, we understood that your smbd is leaking, but it would be good if you tell something about your environment and workload: what is special in your setup that could trigger the issue, what most other users supposedly don't have. Also try to correlate that growth with some specific kinds of activity.

#19 - 02/14/2018 07:18 AM - enrique campo

thanks alenxerder for your word and guidance.

my freenas was installed for the year 2015 with version 9.2.1.8, in 8 GB usb.
We created a raidz2 storage with 4 hard drive of 1TB C / U
clearly to share, store information with windows smb, snapshot is active, this for approximately 50 users
mediaplex was installed in that same year, but its use was eventually to play institutional videos locally on the network

SMB windows are backed up, outside of freenas with rsync

until then only the available updates are made

I do not feel that the cresimiento or demand of the system, is greater, on the contrary, today they are less the user around 20

However, the hardware has been strengthened to 16 GB ram, at the beginning it was 4 GB, I changed to 8 GB and a few days ago I upgraded to 16 GB, because I assumed that it required more memory for what is happening

Excuse me for my English

some other information about my freenas, what to report, to know what happens, I will do it pleasantly

#20 - 02/14/2018 07:38 AM - enrique campo

something I forget to mention, yesterday that this happened, I had only turned off and turned on the computer had no users using the system, today, if they are connected, I have had to restart freenas on two occasions, for now. My fear is that it be constant.

until the new version is solved,

#21 - 02/14/2018 07:41 AM - enrique campo

I started a report a few days ago, but I did not know how to explain what happened, I do not know if it could be useful

https://redmine.ixsystems.com/issues/28172#change-163649

#22 - 02/14/2018 08:11 AM - Timur Bakeyev

Hi, Enrique!

Can you describe what kind of operations do you perform with SMB? Any specific pattern that leads to the memory overuse?

I.e. you are backing up a lot of files from or to Windows machine? Your directory structure contains a lot of files in on directory?

#23 - 02/14/2018 08:27 AM - Timur Bakeyev

- Status changed from Not Started to In Progress

Enrique, I understand that your current experience with 11.1-U1 is frustrating, but you always have an option to roll back to the previous boot environment (BE). Of course we'd rather try to resolve your issue.

Meanwhile, can you monitor the memory usage of the smbd process - as I understand it grows up within an hours, so it's relatively easy to predict when it'll happen - and at that point run the following commands:

```
# top -b -osize
```

That should give you PID of the largest smbd process. Then

```
# smbcontrol PID pool-usage > usage.log
```

And attach usage.log file to the ticket.

```
# smbstatus
# smbstatus -N -B
```

And also include this output into the ticket.

#24 - 02/14/2018 08:28 AM - Timur Bakeyev

Is there a possibility to get access to your system via TeamViewer session or by any other means?

#25 - 02/14/2018 09:36 AM - enrique campo

Hello Timur! a pleasure!

currently there will be about 300GB in SMB windows, copying out of freenas,

and another 200GB in another SMB windows

but these backups are differential, so in reality it does not move large amount.

#26 - 02/14/2018 09:39 AM - enrique campo

- File 11.jpg added

after the two reboots earlier you have kept a constant use

#28 - 02/14/2018 09:49 AM - enrique campo

I can attach the log with the use of smb, as soon as the increase is generated, right now it's fine

#29 - 02/14/2018 10:37 AM - Timur Bakeyev

Hi, Enrigue!

I've connected over TV, but at the moment memory usage is pretty stable. What I can see is that you have pretty busy box - 34 smbd processed in the air.

Well, let's wait until you'll hit high memory usage again.

Do you have any chat client so we can discuss my actions online? Or, maybe, TV voice chat?

#30 - 02/14/2018 12:51 PM - enrique campo

thanks timur, very kind

My spoken English is very bad.

if as I mentioned it stabilized, but it is very strange ago approx. 7 days had happened the same.

I'll be attentive to introduce myself again, to let you know

In a moment I retire until tomorrow, it's time to leave my job

#31 - 02/18/2018 05:36 PM - Timur Bakeyev

- Related to Umbrella #28585: Fix Samba memory leak in vfswrap_getwd() added

#32 - 02/19/2018 05:59 AM - Dru Lavigne

- Target version set to 11.2-RC2

#33 - 02/19/2018 09:10 AM - enrique campo

hello timur, today I experience these events again, in a moment I attach the report that I request

#34 - 02/19/2018 10:12 AM - enrique campo

- File usage.log added

- File usagesmbstatus.log added

- File usagesmbstatus2.log added

attached, something else that may require let me know

#35 - 03/07/2018 12:56 PM - Timur Bakeyev

Hi, Enrique!

Andrew Walker seems found at least one cause of uncontrolled memory leakage of smbd process.

Can you try the following configuration changes under *Services->SMB*:
1) Uncheck Unix Extensions
2) Add auxiliary parameter wide links = yes

Can you, please, try this settings and check if that helps?

#36 - 03/07/2018 01:11 PM - enrique campo

hello timur!
clear with pleasure, earlier receive this information and it is already applied,
It remains to observe their behavior

#37 - 03/08/2018 04:55 AM - enrique campo

hi timur

I received this notification. Is it due to the change? should I worry?

SRV-PMV-FREE.VIAJES-INDIGO.COM kernel log messages:

    sonewconn: pcb 0xfffff8010273d960: Listen queue overflow: 8 already in queue awaiting acceptance (1 occurrences)

-- End of security output --

#38 - 03/08/2018 05:59 AM - Timur Bakeyev

enrique campo wrote:

SRV-PMV-FREE.VIAJES-INDIGO.COM kernel log messages:

sonewconn: pcb 0xffffff8010273d960: Listen queue overflow: 8 already in queue awaiting acceptance (1 occurrences)

That's not immediately connected with the change.

But in general this is a warning indication that process can't coop with the number of incoming connections in timed fashion. From the quote it's not clear, which process faced that problem, of course Samba is most likely candidate here.

If you see this message only occasionally - you can ignore it, clients may reconnect later with no problem. If those messages are frequent - something has to be done... Server tuning, hardware upgrade... We can discuss that if it'll be frequent.

#39 - 03/14/2018 10:27 PM - Timur Bakeyev

- File deleted (debug-SRV-PMV-FREE-20180213163249.txz)

#40 - 03/14/2018 10:27 PM - Timur Bakeyev

- File deleted (usagesmbstatus2.log)

#41 - 03/14/2018 10:27 PM - Timur Bakeyev

- File deleted (usage.log)

#42 - 03/14/2018 10:27 PM - Timur Bakeyev

- File deleted (usagesmbstatus.log)

#43 - 03/22/2018 05:13 AM - enrique campo

- File fre1.jpg added

- File fre2.png added

hello timur
Yesterday evening my freenas presented memory loss, but I could not verify what services consumed it, I was not allowed to connect remotely by ssh

#44 - 03/22/2018 08:21 AM - enrique campo

- File fre3.png added

#45 - 04/06/2018 12:25 PM - Timur Bakeyev

Hi, Enrique!

Did you managed to get access to the system and check was that exactly the Samba, which used again all the memory?

Meanwhile we seems found the memory leak and the fix is going to be included into the 11.1-U5. Not sure if there is an easy way to test that fix before the next release, unless you'll switch to nightlies. But those could be broken at any random point in time, so isn't recommended for the production system.

#46 - 04/08/2018 08:36 PM - Timur Bakeyev

- Target version changed from 11.2-RC2 to 11.1-U5

#47 - 04/11/2018 03:53 PM - Timur Bakeyev

- Status changed from In Progress to Closed

- Reason for Blocked deleted (Need verification)

- Needs QA changed from Yes to No

- Needs Doc changed from Yes to No

- QA Status deleted (Not Tested)

I didn't get any feedback on this ticket and the fix is coming with the next release of the FreeNAS. So, closing this ticket for now.

#48 - 04/12/2018 03:55 AM - Dru Lavigne

- Target version changed from 11.1-U5 to N/A

- Private changed from Yes to No

- Reason for Blocked set to Need additional information from Author

#49 - 04/18/2018 07:08 AM - enrique campo

- File fre-ult.png added

hello timur, Dru excuse my absence, I had commitments outside the office ...

today the increase of momoria was presented, I feel that it was triggered when using the option of Shadow copies, had to recover the information of last week and I realized that the increase began, I presume that if what is tried to recover is a lot of data 6gb, the memory runs out and use swap and collapse.

I hope it's not too late, for your research and revision, if I can help more, I will do so, thank you for the effort in carrying and keeping this project forward.

#50 - 04/18/2018 07:14 AM - Dru Lavigne

Enrique: this should be fixed for both 11.1-U5 and 11.2-BETA1 when they come out (both due in a few weeks).

#51 - 04/18/2018 08:09 AM - enrique campo

thank you very much Dru, I am aware of it, I just wanted to be that observation

Files

1.jpg	275 KB	02/13/2018	enrique campo
2.jpg	333 KB	02/13/2018	enrique campo
3.jpg	267 KB	02/13/2018	enrique campo
4.jpg	237 KB	02/13/2018	enrique campo
5.jpg	122 KB	02/13/2018	enrique campo
6.jpg	276 KB	02/13/2018	enrique campo
7 datail storage.jpg	206 KB	02/13/2018	enrique campo
8.jpg	269 KB	02/13/2018	enrique campo
9.jpg	195 KB	02/14/2018	enrique campo
10.jpg	272 KB	02/14/2018	enrique campo
11.jpg	268 KB	02/14/2018	enrique campo
fre1.jpg	200 KB	03/22/2018	enrique campo

fre2.png	99.4 KB	03/22/2018	enrique campo
fre3.png	116 KB	03/22/2018	enrique campo
fre-ult.png	122 KB	04/18/2018	enrique campo