Heartbeat issues

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Overview

The heartbeat process monitors a pair of Swivel appliances and provides a Virtual IP address in the event of failure. Combined with the Mon process, Tomcat can also be monitored. See also VIP Status. Configuration of the VIP is made through the CMI.

Prerequisites

Swivel appliance 2.x

Symptoms

Heartbeat will not start or failover does not work

Solution

Check the hostnames and DNS names are correct. Incorrect entries may prevent heartbeat from starting.

Running multiple Swivel HA clusters without a cross over cable, on the same network may cause issues as they use multicast on port 694 by default.

If a cross over cable is not used ensure port 694 UDP is not blocked and multicast traffic is permitted between the Swivel appliances pair.

Check times are same on both servers

Heartbeat status requires the appliances to be able to SSH each other. Verify that each appliance can ssh to the other by using ssh admin@hostname.