

Topic: DCI Service Unexpectedly Stops
Component(s) Affected: DCI, Grid Center 4.0, Blade Manager 4.0
Date: February 9, 2005

OVERVIEW / ENVIRONMENT

The ClearCube Distributed Computing Interface (DCI) service fails to respond to a remote machine's requests when a Windows user login changes state.

DETAILED DESCRIPTION

Grid Center 4.0 and Blade Manager 4.0 use the Distributed Computing Interface (DCI) service for control and communications between server and client systems.

When a Windows user login state changes – a user logs out, or another user logs in – the DCI service fails to respond to a remote machine's request. When this happens, communications between that system and all other systems communicating with it using DCI are stopped, and cannot resume until the DCI service is restarted.

This poses a particular problem with the Grid Center server, because it prevents the server from discovering or rediscovering the Blade on which DCI has stopped, and also prevents the administrator from taking control of the user's Blade to restart the service remotely.

RESOLUTION

The DCI service can be manually restarted on the Client Blade each time this event occurs, but this can present a significant inconvenience. The `updateXYNTSvr.bat` batch file provides a more robust solution that prevents the dropped DCI service from reoccurring. This file is available on the ClearCube Support website at:

<http://support.clearcube.com/support/downloads/software.htm>

Run the `updateXYNTSvr.bat` file on each system where this issue is observed. This batch file relaunches the DCI service with additional parameters passed to it that keep the DCI service running when users log out.

Note:Grid Center 4.1 is not affected.

For more information, please contact ClearCube technical support.

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