ANNEX A · THE CASE OF THE FAILED SERVICE · CASE FILES

Name: _____ **Date:** _____ **Group:** _____

Friday, 11:20, Tramuntana Apps. Four services are down: `tramuntana-menu`, `tramuntana-backup`, `tramuntana-status`, `tramuntana-report`. The person who installed them is on holiday. Work in pairs; swap who types after each case. **Do not open** `plant-cases.sh`.

The method — the same four steps for every case. Replace NAME with the service.

1 · State	`systemctl status NAME` → copy the `Active:` line and the `status=` of the main process.
2 · Evidence	`sudo journalctl -u NAME -n 20` → copy the **one line** that names the cause. Who wrote it: `systemd` or the program?
3 · One fix	the smallest change that removes the cause. Useful: `systemctl cat NAME`, `ls -l FILE`, `ls -ld FOLDER`, `sudo nano FILE`. If you edit a unit file: `sudo systemctl daemon-reload`.
4 · Proof	`sudo systemctl restart NAME`, then `systemctl is-active NAME` and the last line of `sudo journalctl -u NAME -n 3`.

Start here: `systemctl --failed`. How many of the four does it list? _____ Which one is missing?

_____

CASE 1 `tramuntana-menu`

State. `Active:` _____ `status=` _____ Written by: systemd / the program

Evidence. The line that names the cause:

_____

_____

Cause, in your own words: _____

Fix. Command(s): _____

Proof. `is-active` → _____ Healthy line in the log: _____

CASE 2 `tramuntana-backup`

State. `Active:` _____ `status=` _____ Written by: systemd / the program

Evidence. The line that names the cause:

_____

_____

Cause, in your own words: _____

Fix. Command(s): _____

Proof. `is-active` → _____ Healthy line in the log: _____

CASE 3 `tramuntana-status`

State. `Active:` _____ `status=` _____ Written by: systemd / the program

Evidence. The line that names the cause:

_____

_____

Cause, in your own words: _____

Fix. Command(s): _____

Proof. `is-active` → _____ Healthy line in the log: _____

Case 3 only: its `Active:` line does not say `failed`. What does it say, and why?

_____

CASE 4 `tramuntana-report`

State. `Active:` _____ `status=` _____ Written by: systemd / the program

Evidence. The line that names the cause:

_____

_____

Cause, in your own words: _____

Fix. Command(s): _____

Proof. `is-active` → _____ Healthy line in the log: _____

Case 4 only: as which user does this service run? _____ How did you find out?

_____

DONE WHEN `systemctl is-active tramuntana-menu tramuntana-backup tramuntana-status tramuntana-report` prints `active` four times.

EXIT TICKET (ALONE)

1. A service has failed. What do you do first?

- ☐ **a)** Restart it a few times
- ☐ **b)** Reboot the machine
- ☐ **c)** Read `journalctl -u` for that service
- ☐ **d)** Reinstall the program

2. `systemctl status` shows `status=203/EXEC`. What does it mean?

- ☐ **a)** systemd could not run the program in `ExecStart=`
- ☐ **b)** The program ran and returned an error
- ☐ **c)** The service was stopped by a user
- ☐ **d)** The unit file is not enabled

3. A log line starts with `status-board.sh[4219]: ERROR: cannot read ...`. What does the beginning tell you?

- ☐ **a)** systemd refused to start it
- ☐ **b)** The kernel killed the process
- ☐ **c)** The unit file has a typo
- ☐ **d)** The program started and wrote the message itself

4. A service runs with `User=pau` and cannot write in its folder (`drwxr-xr-x root root`). The best fix?

- ☐ **a)** Remove `User=pau` so that it runs as root
- ☐ **b)** Give Pau write access to that folder
- ☐ **c)** `chmod 777` on the folder
- ☐ **d)** Put Pau in the `sudo` group