

## Re: Hanging

**Source:** <http://linux.derkeiler.com/Newsgroups/comp.os.linux.misc/2004-09/2136.html>

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**From:** Laurenz Albe ([albe\\_at\\_culturallNOSPAM.com](mailto:albe_at_culturallNOSPAM.com))

**Date:** 09/22/04

Date: Wed, 22 Sep 2004 14:38:07 +0000 (UTC)

Steven Hook <[shook@notbowens.co.za](mailto:shook@notbowens.co.za)> wrote:

> *Let me try again. I recently got a job as a Network Admin at a small  
> printing company, we have a machine that clients dial in to to dump print  
> jobs, it's a linux box and this is the first time I've ever used Linux ( I  
> did a course RH033 -> Liux essentials 2 weeks ago). Anyway, This dial in box  
> dies every second night or so and I don't know what's causing it, I think it  
> might be a hardware issue but I really don't know for sure and it really is  
> a pain because although I set anothe machine up to watch it and mail me when  
> it hangs I cant log in to it and see what's happening (at night from home)  
> because it's hung. is there a way fo recording what it was trying to do  
> before it hung so when I get to it in the morning I can reboot it and then  
> go check to see why it's hanging?*

If the problem goes away after rebooting, that would indicate a software problem for me.

Do not reboot the machine, login at the console and find out what's wrong.

You should find out what software is running on the computer, kernel version, pppd version (if you have pppd running).

Look at /var/log/messages, /var/log/syslog and the output of 'dmesg' for warnings.

Run the software involved with debug flags turned on.

Run 'df -k' and see if important file systems are full.

Actually, it would probably be cheaper, faster and better to contract somebody with Linux skills to troubleshoot this. No offence, but it's almost as difficult to tackle a problem when you do not know the OS as it is to remote diagnose it.

Yours,  
Laurenz Albe