

Tencent Container Security Service

Troubleshooting

Product Documentation





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Troubleshooting Offline Linux Client

Last updated : 2024-01-23 15:35:06

This document describes how to troubleshoot an offline Linux agent, including how to troubleshoot agent process startup failures and network failures.

Note:

When the image security scan reports an offline agent, you need to locate the associated server based on the image name/ID before troubleshooting the offline agent.

Agent process startup failures

1. Enter the ps -ef|grep YD command to check whether the TCSS processes exist.

Normally, TCSS has two processes as shown below:

[root@V	M_145_42	cento	s -	~]# ps	-ef grep	YD
root	2890	2857	0	11:05	pts/0	00:00:00 grep YD
root	9059	1	0	Oct30	?	00:00:41 /usr/local/qcloud/YunJing/YDEyes/YDService
root	14340	1	0	Oct23	?	00:00:58 /usr/local/qcloud/YunJing/YDLive/YDLive

If the processes do not exist, possible reasons include the following:

The TCSS agent is not installed on the server or has been uninstalled from the server. In this case, install it as instructed in Getting Started.

The agent has a conflict or crash and thus cannot be started.

2. If the TCSS agent has been installed on the server, troubleshoot the problem as follows:

View the agent log stored in /usr/local/qcloud/YunJing/log .

Run the sh /usr/local/qcloud/YunJing/startYD.sh command to start TCSS.

Network failures

If the processes exist, but TCSS is offline, the cause is network disconnection in most cases. Then, troubleshoot the problem as follows:

1. If you cannot access the TCSS domain name, change the DNS. Run the following command to check whether the domain name is accessible:



VPC or CPM environment: telnet s.yd.tencentyun.com 5574.

Normally, the returned result is as shown below:

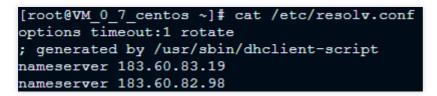
```
[root@VM_0_10_centos ~]# telnet s.yd.tencentyun.com 5574
Trying 169.254.0.55...
Connected to s.yd.tencentyun.com.
Escape character is '^]'.
```

If it is inaccessible:

i. Change the dns nameserver field: vim /etc/resolv.conf .

nameserver 183.60.83.19nameserver 183.60.82.98

ii. Then, run telnet s.yd.tencentyun.com 5574 again to check whether you can connect to it.



iii. If it can be connected, wait for a few minutes (the time length depends on the network conditions), and then you

will see that the server is online again.

Classic network environment (non-VPC servers): telnet s.yd.qcloud.com 5574 .

Normally, the returned result is as shown below:



If it is inaccessible:

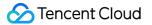
i. Change the dns nameserver field: vim /etc/resolv.conf . Comment out the original nameserver field first, and then add the nameserver field. For more information on the nameserver IP, see Private Network Access.

ii. Then, run telnet s.yd.qcloud.com 5574 again to check whether you can connect to it.

iii. If it can be connected, wait for a few minutes (the time length depends on the network conditions), and then you will see that the server is online again.

2. Make sure your firewall policies allow the TCP ports 5574, 8080, 80, and 9080.

3. If the TCSS processes exist and the offline status of the agent is not caused by network issues, package the agent logs (log path: /usr/local/qcloud/YunJing/log) and contact us for assistance.



Troubleshooting for Cluster Access

Last updated : 2024-08-13 17:15:21

After the cluster is accessed, the system will create a namespace named tcss in the cluster. In the tcss namespace, the system will install a Job-type workload named init-tcss-agent and a Deployment-type workload named tcss-asset. In the kube-system namespace, the system will install a DaemonSet-type workload named yunjing-agent. Ensure that all three workloads are running properly.

Troubleshooting Using the Console

Job Workload

Check whether the Pod named init-tcss-agent in the Job workload is running properly.

1. Log in to the TKE console. In the left sidebar, click **Clusters**.

2. On the clusters page, click **Target Cluster Name**, select **Workload** > **Job**, and search for init-tcss-agent .

← bx-serverless国际 Cluster (Guangzhou)	Job					
Basic information	Create					
Super node 🔶	Name	Namespace	Labels	Image ()	Selector	Concurrent Pods
Namespace	Name	Namespace	Labers	inage U	Selector	Concurrent Pous
Workload			 Andreas de la construcción de la const	and a subscription of the second second	and second 2	1
Deployment				THE R. TRACE		
StatefulSet			INTERNAL CONTRACTOR			
• Job		2010/021		(2) A straight for the second seco	1218 B 1228	1
CronJob						
Pod		-	and a statistical set.	200 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100		1
Auto scaling						
Service and route		-	A REAL PROPERTY.		(1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,	1
Configuration ~	Page 1					

3. Click Target Namespace to enter the details page. If the status shows Succeeded , it indicates that the Pod named init-tcss-agent is running properly.

- Cluster (Guangzhou) / Jubingress-nginx-admission-create(ingress-nginx)						
Pod management Event Log	Details YAML					
Monitor Terminate and rebuild						
Instance name	Status T	Billing status (j)	Specifications	Pod IP	Request/Limits	Running time (i)
• 🗆 🖥	Pending	Pay-as-you-go	0.25 core 0.5 GIB	10.0.250.1271	CPU: 0.1/ Unlimited MEM: 90/ Unlimited	7d 1h 15m
Page 1						

DaemonSet Workload

Check whether the Pod named yunjing-agent in the DaemonSet workload is running properly.



1. Log in to the TKE console. In the left sidebar, click Clusters.

2. On the clusters page, click **Target Cluster Name**, select **Workload** > **DaemonSet**, and search for yunjingagent .

← bx-	Guangzhou General cluster (Self-maintenance of I	Master) 🔻 🔗 Running				
Basic information	Create Monitor Workload Map					
Namespace	Name	Namespace	Labels	Selector	Image 🚯	Number of
Workload ^		30.02			 In the second sec	4/4
StatefulSet DaemonSet Job	_ · · R	•			a summer and the descent	4/4
CronJob	- max		denote the second second		a a series and series are set as a large state of the second second second second second second second second s	4/4

3. Click **Target Namespace** to enter the details page. If the status shows Running , it indicates that the Pod named yunjing-agent is running properly.

Cluster-(Guangzhou) / Pod management Event Log	 DaemonSet:csi-cbs-node(kube-system) Details YAML 	tem)			
Monitor Terminate and rebuild					
Instance name	Status T	Node IP of Pod	Pod IP	Request/Limits	Running time ③
·	Running	- 62	$\mathcal{L} = 200$		15d 1h 45m
›	Running			100 B. 100 S. 100	15d 1h 45m

Deployment Workload

Check whether the Pod named tcss-asset in the Deployment workload is running properly.

1. Log in to the TKE console. In the left sidebar, click Clusters.

2. On the cluster page, click **Target Cluster Name**, select **Workload** > **Deployment**, and search for tcssasset .

← bx Gu	uangzhou General cluster (Self-maintenance	of Master) 🔻 🔗 Running				
Basic information	Create Monitor Workload I	Мар				
Node ~ management	Name	Namespace	Labels	Selector	Image 🚯	Number o
Namespace	Name	Namespace	Labels	Selector	unaĝe (j	Number o
Workload	 3	-14	danal same	in the second second		2/2
StatefulSet		in the	adalah sebaharan kumu s			1/1
 DaemonSet Job 		_				
CronJob			and a second second second		and the state of the state of the	2/2

3. Click **Target Namespace** to enter the details page. If the status shows Running , it indicates that the Pod named tcss-asset is running properly.



Cluster-(Guangzhou) /	/ Deployment:kubernetes-proxy(defau	t)			
Pod management Update history	Event Log Details Y/	AML			
Monitor Terminate and rebuild					
Instance name	Status T	Node IP of Pod	Pod IP	Request/Limits	Running time 🕄
>	Fin Running			Weine Server	7d 7h 58m
	n Running			1.000 million	7d 7h 58m
Page 1					

Troubleshooting Using the Command Line

Job Workload

1. Check if the Job is successfully created by running the command: kubectl get jobs -n tcss .



init-tcss-agent .

[root@VM-0-17-tencentos	~]#	kubectl	get pods	–n	tcss	grep	init-
<pre>init-tcss-agent-8jpkp</pre>		0/1	Comple	ted	0		7m17
[root@VM-0-17-tencentos	~]#						

DaemonSet Workload

1. Check if the DaemonSet is successfully created by running the command: kubectl get daemonset -A -1

k8s-app=yunjing-agent .

[root@VM-0-17-	-tencentos ~]#	kubectl get	daemonset	-A -l	k8s-app=yunjing
NAMESPACE	NAME	DESIRED	CURRENT	READY	UP-TO-DATE
kube-system	yunjing-agent	1	1	1	1
[root@VM-0-17-					

2. Check if the DaemonSet is successfully deployed by running the command: kubectl get pods -A -1 k8s-

app=yunjing-agent .

<pre>[root@VM-0-17-tencentos ~]# kubectl</pre>	get pod	s –A –l	k8s-app=yunj	ing–agent
NAMESPACE NAME	READY	STATUS	RESTARTS	ĂGE
<pre>kube-system yunjing-agent-bl4w7</pre>	1/1	Running	j 0	30d
[root@VM-0-17-tencentos ~]#				
lovment Workload				

Deployment Workload



1. Check if the Deployment is successfully created by running the command: kubectl get deployment -n

tcss .

[root@VM-0-17-tencentos ~]# kubectl get deployment -n tcss							
NAME	READY	UP-TO-DATE	AVAILABLE	AGE			
tcss–asset	1/1	1	1	15m			
[root@VM-0-17-tencentos ~]#							

2. Check if the Deployment is successfully deployed by running the command: kubectl get pods -n tcss |

grep tcss-asset .

[root@VM-0-17-tencentos ~]#	kubectl	get pods -n	tcss	grep tcss-asset
tcss-asset-79c5c77756-zc5x8	1/1	Running	0	16m
<pre>[root@VM-0-17-tencentos ~]#</pre>				