

# **Tencent Container Security Service**

## **Troubleshooting**

### **Product Documentation**



## Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

## Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

## Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

# Contents

Troubleshooting

    Offline Linux Client

    Troubleshooting for Cluster Access

# 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@VM_145_42_centos ~]# 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.

```
[root@VM_0_7_centos ~]# cat /etc/resolv.conf
options timeout:1 rotate
; generated by /usr/sbin/dhclient-script
nameserver 183.60.83.19
nameserver 183.60.82.98
```

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:

```
[root@VM-28-45-centos ~]# telnet s.yd.qcloud.com 5574
Trying 10.53.78.111...
Connected to s.yd.qcloud.com.
Escape character is '^'.
```

**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

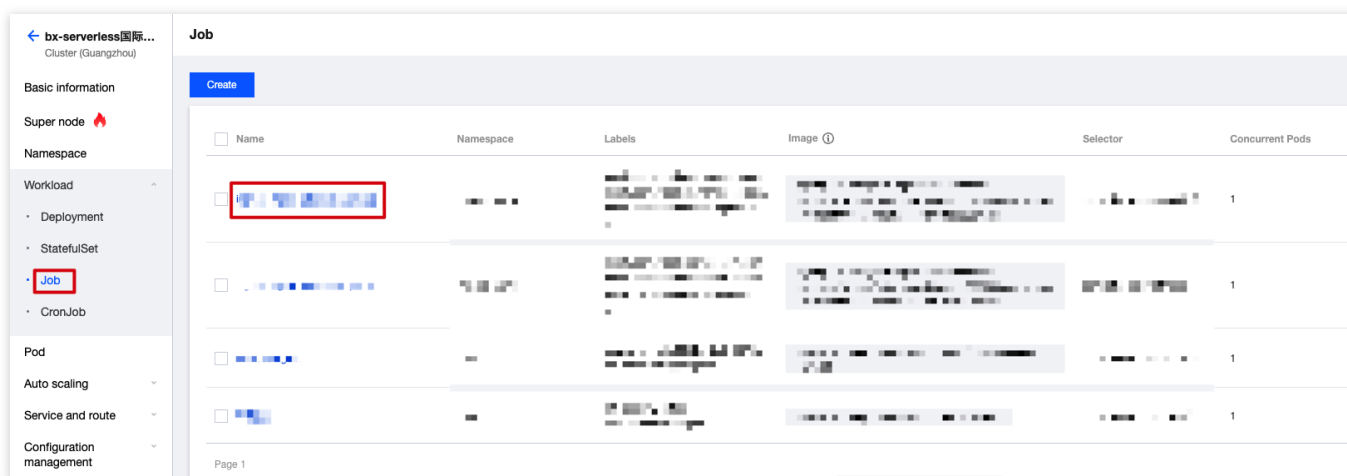
After the cluster is accessed, the system will create a namespace named `tcss` in the cluster. In the `tcss` namespace, the system will install a Job-type workload named `init-tcss-agent` and a Deployment-type workload named `tcss-asset`. In the `kube-system` namespace, the system will install a DaemonSet-type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

## Troubleshooting Using the Console

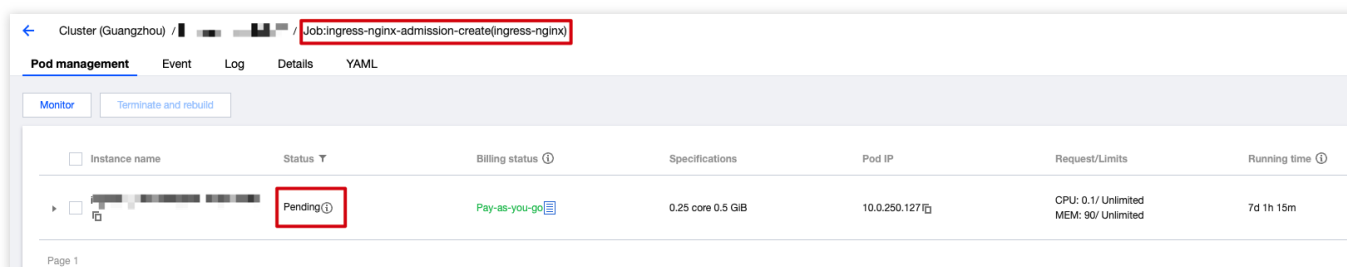
### Job Workload

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`.



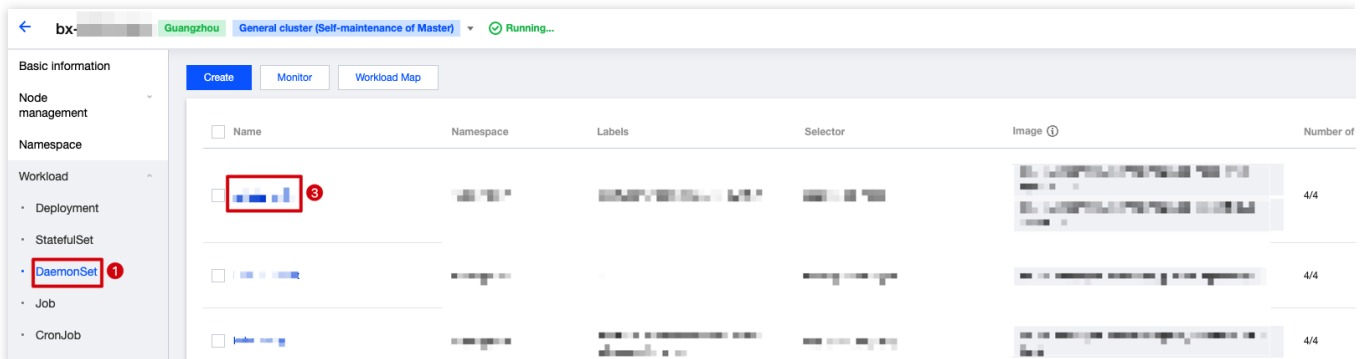
3. Click **Target Namespace** to enter the details page. If the status shows `Succeeded`, it indicates that the Pod named `init-tcss-agent` is running properly.



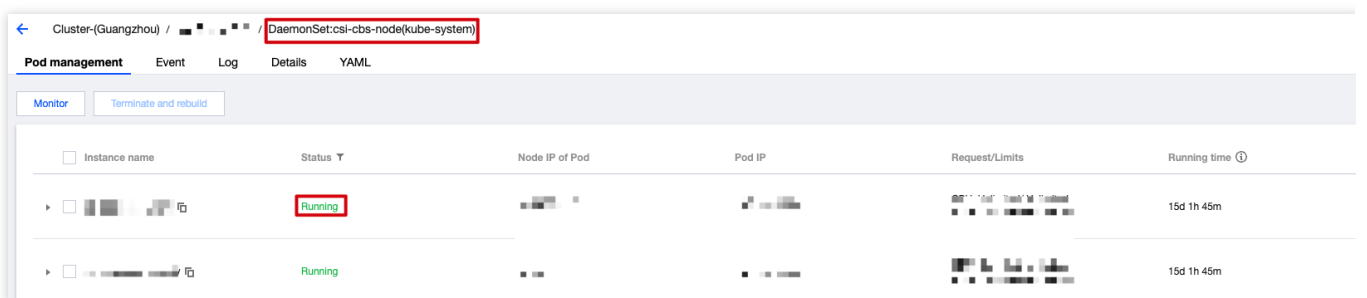
### DaemonSet Workload

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 `yunjing-agent`.



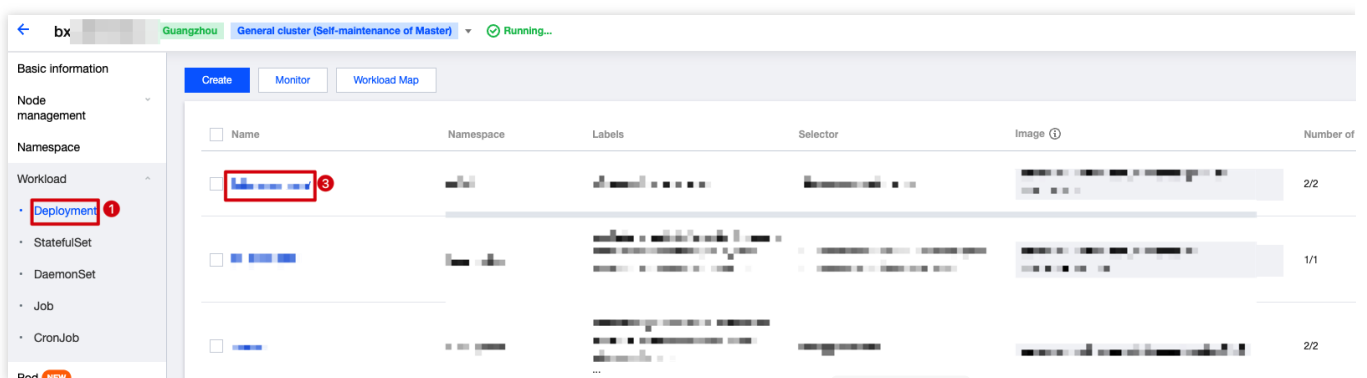
3. Click **Target Namespace** to enter the details page. If the status shows `Running`, it indicates that the Pod named `yunjing-agent` is running properly.



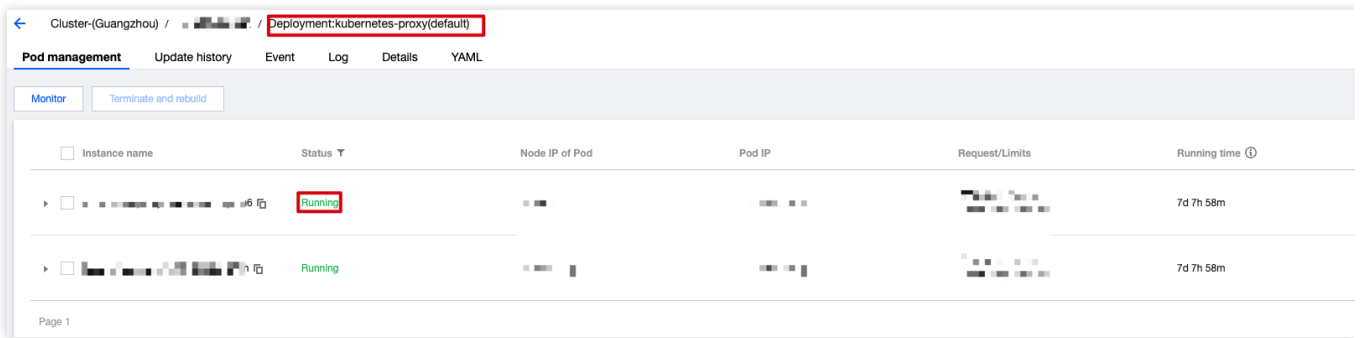
## Deployment Workload

Check whether the Pod named `tcoss-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 `tcoss-asset`.



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



## Troubleshooting Using the Command Line

### Job Workload

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

```
[root@VM-0-17-tencentos ~]# kubectl get jobs -n tcss
NAME                COMPLETIONS  DURATION  AGE
init-tcss-agent    1/1          8s        9m27s
[root@VM-0-17-tencentos ~]#
```

2. Check if the Job is successfully deployed by running the command: `kubectl get pods -n tcss | grep init-tcss-agent` .

```
[root@VM-0-17-tencentos ~]# kubectl get pods -n tcss | grep init-
init-tcss-agent-8jpkp    0/1    Completed    0    7m17s
[root@VM-0-17-tencentos ~]#
```

### DaemonSet Workload

1. Check if the DaemonSet is successfully created by running the command: `kubectl get daemonset -A -l 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-tencentos ~]#
```

2. Check if the DaemonSet is successfully deployed by running the command: `kubectl get pods -A -l k8s-app=yunjing-agent` .

```
[root@VM-0-17-tencentos ~]# kubectl get pods -A -l k8s-app=yunjing-agent
NAMESPACE  NAME                               READY  STATUS    RESTARTS  AGE
kube-system yunjing-agent-bl4w7              1/1    Running   0          30d
[root@VM-0-17-tencentos ~]#
```

### 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
[root@VM-0-17-tencentos ~]#
```