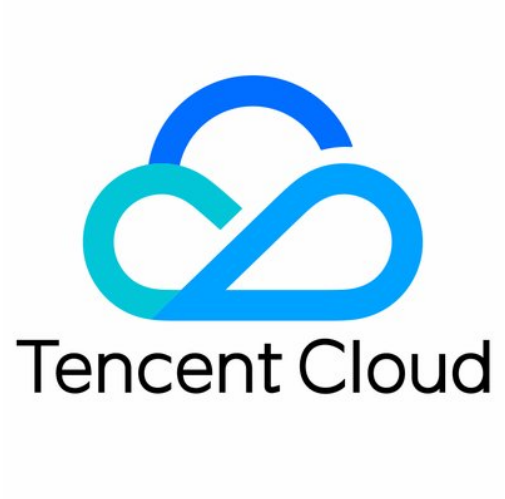
Cloud Log Service

Troubleshooting

Product Documentation



Contents

Troubleshooting
Server Group Exception

Last updated : 2020-05-15 15:29:37

Error description

An exception occurred with log collection, and the associated server group is found to be exceptional.

Possible causes

The heartbeat between the server group and the CLS system is interrupted, resulting in a failure to collect and report logs. Possible causes of the server group exception include:

1. The IP address is incorrect.
2. The network is disconnected.
3. LogListener process failure.
4. LogListener is incorrectly configured.

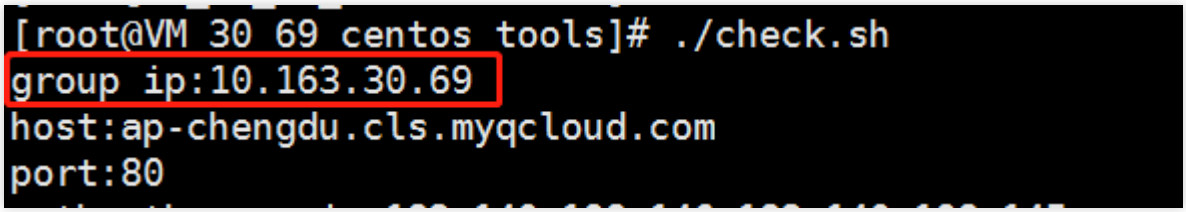
Solution

Troubleshoot problems according to the above causes.

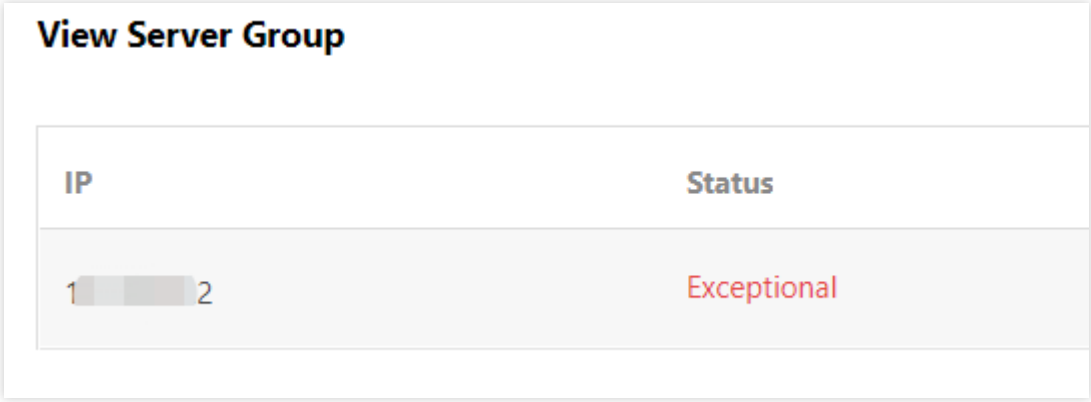
Directions

1. Check whether the IP address added to the server group is correct.
   i. Check the IP address obtained by LogListener by running the following command:

```
cd loglistener/tools && ./check.sh
```



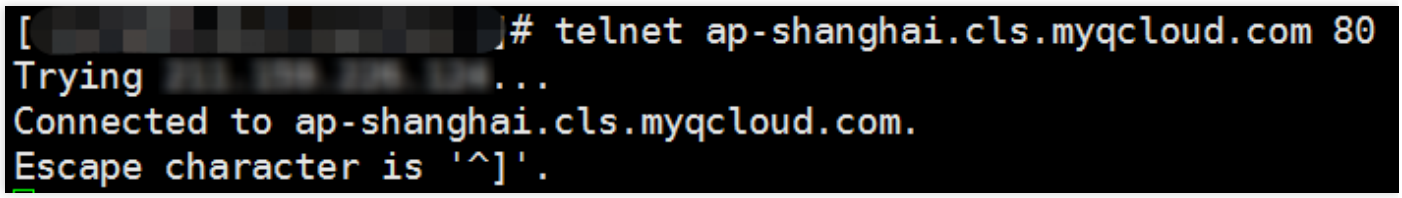
ii. Log in to the CLS Console, click **Server Group Management**, and check the IP address of the server group. The IP address must be the same as that for collection.



2. Confirm whether the network is connected by running the following command:

```
telnet <region>.cls.myqcloud.com 80
```

`<region>` is the abbreviation for the region where CLS resides. For more information about regions, see Available Regions.
The following code appears under normal network connection. Otherwise, connection fails. Check the network and ensure normal connection.



3. Check whether LogListener processes are running normally. Enter the installation directory and run the following command:

```
cd loglistener/tools && ./p.sh
```

Normally, there are three processes:

```
bin/loglistenerm -d #Daemon process
bin/loglistener --conf=etc/loglistener.conf #Main process
```

```
bin/loglisteneru -u --conf=etc/loglistener.conf #Update process
```

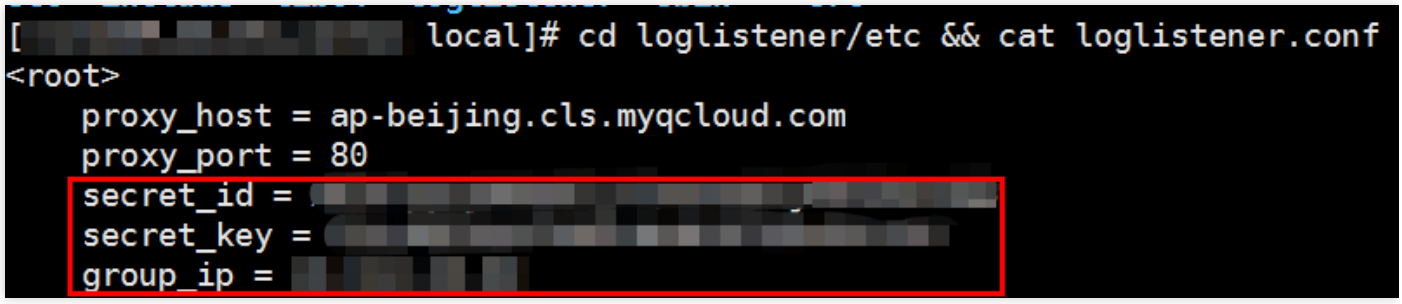
If any process fails, restart it. Enter the installation directory and run the following command:

```
cd loglistener/tools && ./start.sh
```

4. Check whether the key and IP address are correctly configured in LogListener. Enter the installation directory to check configuration information by running the following command:

   ```
   cd loglistener/etc && cat loglistener.conf
   ```

   See the figure below:



   - The key is the API key for the Tencent Cloud account or the collaborator. Project keys are not supported.
   - group_ip in the configuration file must be consistent with the IP address entered in the server group on the console. Since LogListener obtains the server IP address automatically, check the consistency regularly when the server is bound to multiple ENIs.

LogListener Installation Exception

Last updated : 2020-09-17 11:45:36

For details about how to install and use LogListener, see LogListener Installation Guide

Possible causes

Loglistener may not be installed correctly for the following reasons:

1. The kernel version only supports 64-bit.
2. The installation method is incorrect.
3. The latest features rely on a later version of LogListener.

Directions

1. Check the kernel version.
   The executable file in the bin directory under the LogListener installation directory only supports Linux 64-bit kernel. Execute the command **uname -a** to check whether the kernel version is x86_64.
2. Check the installation command.
   Be sure to perform operations according to the LogListener Installation Guide.
3. Check the LogListener version.
   Some of new CLS features may be available only for the latest version of Loglistener. In this case, please download and install the latest version. For step-by-step directions, see LogListener Installation Guide.
4. Verify the LogListener installation.
   Check for process and heartbeat of LogListener and check whether it can properly obtain collection configuration of users. To do this, please see LogListener Diagnostic Tool.

Acquisition anomaly

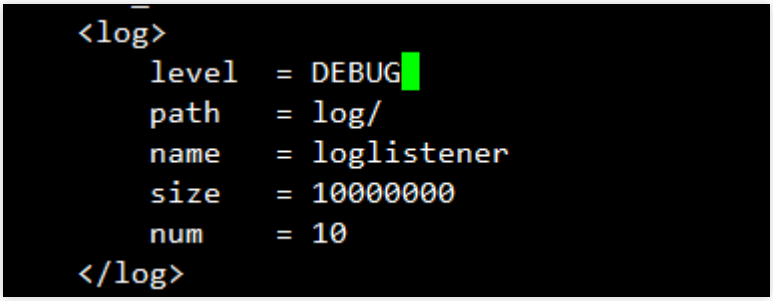
Last updated : 2020-04-03 18:50:09

Common exceptions

- LogListener is installed successfully but failed to report data.
- An error occurs while LogListener is reporting data.

Troubleshooting steps

1. Change the log level for LogListener.
   Open the `etc/loglistener.conf` configuration file, set `level` to `DEBUG` and restart LogListener.



   In the installation directory, run the following command to restart LogListener.

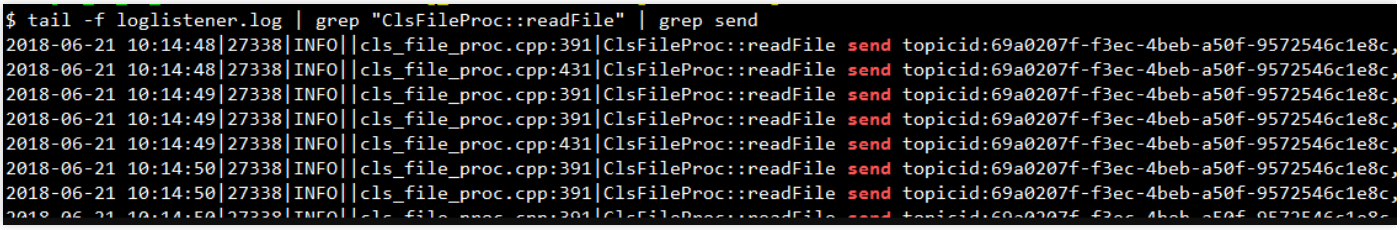
```
cd loglistener/tools && ./start.sh
```

> Restarting LogListener does not cause log loss.

2. Check that logs are successfully reported.
   In the installation directory, run the following commands:

```
cd loglistener/log
tail -f loglistener.log | grep "ClsFileProc::readFile" | grep send
```

If log information similar to that shown in the following is displayed, logs are successfully reported to the service backend.



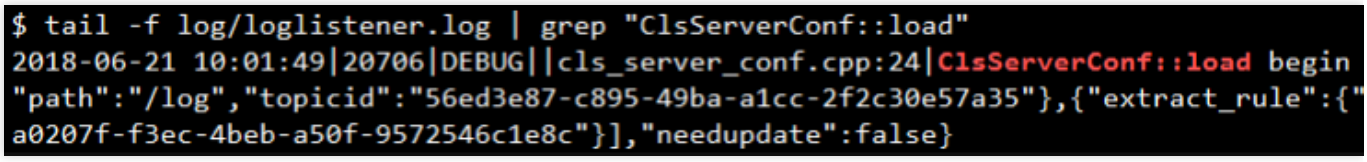
> If logs are reported through HTTP, you can capture packets from port 80 to identify whether logs are successfully reported.

If logs are not successfully reported to the backend, perform the following steps to locate the cause:

i. Run the following commands in the installation directory to check whether the LogListener collection configuration is correct.

```
cd loglistener/log
tail -f loglistener.log | grep "ClsServerConf::load"
```

If the configuration has been delivered, log information is as follows:



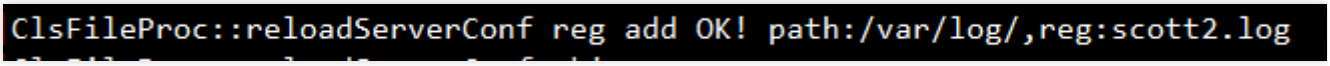
In the delivered configuration, check whether the information of `log_type` and `path` is correct:

- `log_type` indicates the log parsing type. Its values include `minimalist_log` (full text in a single line), `delimiter_log` (separator), `json_log` (JSON logs), and `regex_log` (full text in multi lines).
- `path` indicates the log collection directory.

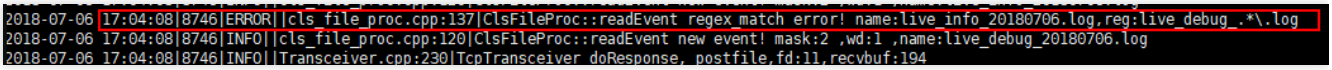
ii. Run the following command in the installation directory to check whether files are correctly listened to:

```
cd loglistener/log && grep [Name of the reported log file] loglistener.log
```

- If log information shown in the following figure is displayed, the file is being listened to:

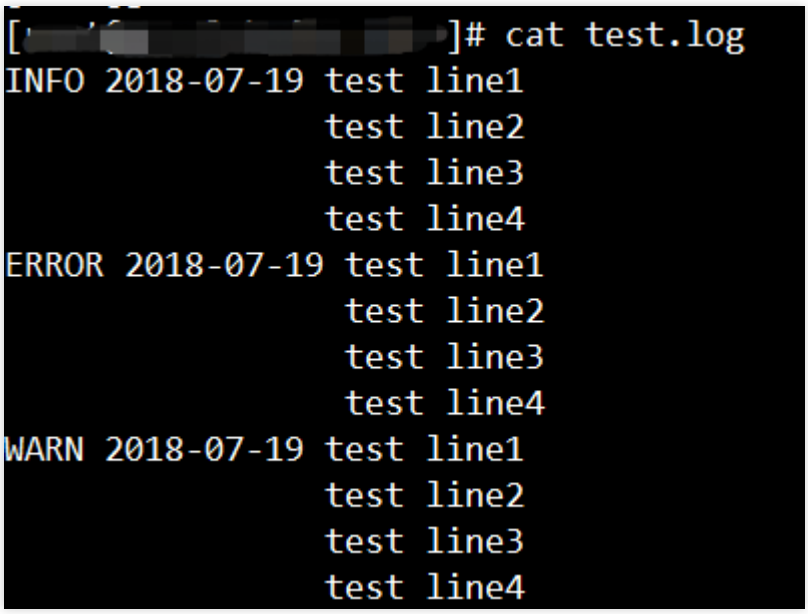


- If no log information is displayed, run `grep regex_match loglistener.log` to search for log information and check whether the regular expression is correctly configured in the console. If the content shown in the following figure is displayed, the file name match based on the regular expression fails, and you need to log in to the console to change the regular expression.



- If the file is not listened to successfully, check whether the log mount point is a NAS, CIFS, or NFS shared directory. LogListener does not support log collection from such directories.

iii. Check whether the log regular expression parse is correct.
For the extraction modes of full regular expression and full text in multi lines, regular expressions need to be specified. For full text in multi lines, the first line regular expression must match the entire content of the first line, instead of the beginning part of the first line. Use the log content shown in the following figure as an example. Lines beginning with `INFO`, `ERROR`, and `WARN` are the first lines of logs. In addition to `(INFO|ERROR|WARN)`, the characters following `INFO`, `ERROR`, and `WARN` also need to be matched.



- Incorrect configuration: `^(INFO|ERROR|WARN)`
- Correct configuration: `^(INFO|ERROR|WARN).*`