

# **Basic Cloud Monitor**

## **FAQs**

### **Product Introduction**



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# FAQs

## FAQ on Alarm Service

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1. Will the alarm recipient only receive a message when the alarm is triggered? Will this message be sent again after a certain period of time?

No. The alarm will be converged, and the same alarm will be sent only once to users. The alarm not recovered for a CVM will not be sent repeatedly; but if a recovered alarm is triggered again for a CVM, the recipient will receive the message.

2. For a default policy, if the user canceled its association with a CVM in Associate Alarm Object page, will it be associated automatically at backend?

No. If a user disassociates a CVM from a default policy, it will not be automatically associated again at backend.

3. How many alarm statuses in cloud monitoring and what do they mean?

Not recovered: The alarm is not processed or is being processed.

Recovered: The alarm has been recovered to a normal status.

Insufficient data: The alarm policy for a generated alarm has been deleted; the CVM is migrated from one project to another; no data is submitted if the Cloud Monitor Agent has not been installed or has been unmounted.

4. Can a CVM be bound with only one alarm policy?

Yes. A CVM can only be bound with one alarm policy. For example: CVM "1.1.1.1" has been associated with alarm policy A. If a user associates CVM "1.1.1.1" with alarm policy B, the association with alarm policy A will be automatically canceled.

## 5. Can default alarm policy be set only in CVMs? What about in other products?

Yes. The default alarm policy can only be set in CVMs and others cannot.

## 6. If the alarm policy for CDN domain of project A has been associated with domain name "a.com", but the user migrates "a.com" to project B, what will happen to alarm policies?

The alarm policy for CDN domain of project A will be automatically disassociated with "a.com". After disassociating, "a.com" will no longer be associated with any alarm policy for CDN domain and the alarm will not be generated. The logic for automatic disassociation will be processed once a day, so it is normal if the data update in the console page is delayed.

## 7. Why do users still receive an alarm after the CVM is disassociated?

The system detects the monitoring data every 5 minutes, thus leading to certain latency. You may still receive the alarm in a short time after the alarm policy is disassociated with the CVM.

# FAQ on Cloud Monitoring

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## 1. Why is there no data in monitoring views?

1) There is no data in the monitoring views of all CVM metrics

It is likely that you have not installed the Monitor Agent. Please follow the instructions in [Install Monitoring Components](#) to install Monitor Agent.

Note:

- Only when all two processes in Monitor Agent are installed normally can the monitoring data be submitted.
- The "stargate" process monitors the "barad\_agent" process and the "barad\_agent" is responsible for collecting and submitting data.

Log in to Tencent Cloud Console, click "Cloud Products" - "Cloud Monitor" to enter the CVM list. If a CVM is with a yellow exclamation mark, the Monitor Agent is not installed in the CVM. You can click to export IP addresses of these CVMs based on the note on the top.

If you have installed Monitor Agent, but there is still no monitoring data, please check whether the CVM has just been created. If so, it is normal for certain latency of data submission. Generally, the data will be displayed in about 10 minutes. However, if the CVM has been created for a period of time, please check whether the CVM is shut down. The CVM in the shutdown status cannot submit data normally.

If you still cannot view the data, please check whether the CVM's private network DNS is set correctly. If the DNS is not set as required by Tencent Cloud, data cannot be submitted normally, thus leading to no monitoring data in the console. [Private network DNS configuration of basic network](#).

If the data still cannot be displayed normally, please submit a ticket and contact us for resolution.

2) There is no public network bandwidth data in CVM

When the CVM has no public network IP and hasn't been bound with a [Cloud Load Balancer](#), there is no public network bandwidth traffic in the CVM, so it will not generate public network bandwidth data.

## 2. Why does the monitoring view still indicate that a monitoring component has not been installed after

## installation?

If you see a yellow exclamation mark on the monitoring list page via "Cloud Monitor" - "Cloud Products Monitoring" - "Cloud Virtual Machine" and the Monitor Agent is found running normally when you log in to the CVM, it is probably attributed to the abnormal data submission due to network failure and the backend cannot detect Monitor Agent status of the CVM, so a yellow exclamation mark shows in the console. You may check whether the firewall is enabled. If the problem still persists, you can submit a ticket or contact customer service personnel for help.

# FAQ on Monitor Component Installation

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## 1. What are the Agent installation directories?

A: Installation directories on Linux: `/usr/local/qcloud/stargate` and `/usr/local/qcloud/monitor` ; installation directories on CoreOs: `/var/lib/qcloud/stargate` and `/var/lib/qcloud/monitor` , installation directories on Windows: `C:\Program Files\QCloud\Stargate` and `C:\Program Files\QCloud\Monitor` .

## 2. How to install Cloud Monitor Agent on Linux?

Install by executing the following commands:

1. `wget http://update2.agent.tencentyun.com/update/linux_stargate_installer`
2. `chmod +x linux_stargate_installer`
3. `./linux_stargate_installer`

Once installed, you will see the following:

```
root@~:~# crontab -l | grep stargate
*/1 * * * * /usr/local/qcloud/stargate/admin/start.sh > /dev/null 2>&1 &
```

```
root@~:~# ps ax | grep sgagent
14751 ?        S1          0:00 /usr/local/qcloud/stargate/sgagent -d
```

```
root@~:~# ps ax | grep barad_agent
15286 pts/0    S+          0:00 grep --color=auto barad_agent
22515 ?        S           0:06 barad_agent
22530 ?        S           1:04 barad_agent
22531 ?        S1          10:16 barad_agent
```

## 3. How to install Cloud Monitor Agent on Windows?



- 1) After logging in to the server, download `windows-stargate-installer.exe` from <http://update2.agent.tencentyun.com/update/windows-stargate-installer.exe> .
- 2) Run `windows-stargate-installer.exe` to install it automatically.

## 4. Why are there no prompt messages after I double click the installer on Windows?

A: The installation on Windows is performed automatically, so the installer automatically exits after installation. If you want to view the prompt messages during installation, you can run the installer in CMD command line.

## 5. Why can I see only "sgagent" after installation?

A: After installation, the process of "sgagent" will get started first, and then the "barad\_agent". The interval between them is no more than 5 minutes. Before installation, please check whether the disk partition where the installation directory is located, whether the "inode" is full, whether the writing permission is granted, and whether the network is running normally, etc.

## 6. How long does it take before users can view the monitoring data at frontend after installation?

A: If the network is running normally, users can view the monitoring data at frontend 5 minutes after `barad_agent` is started.

## 7. How to unmount Agent?

A: Execute the "uninstall" script of admin sub-directory under Agent installation directory to unmount Agent automatically.

## 8. Why is there no monitoring data after modifying the system time?

A: The collection and submission of monitoring data of Agent depends on the system time. Please make sure that the set time deviation from the actual time is less than 30 minutes and reboot Agent after setting the system time.

1. Windows system

Server Manager -> Service List page, select QCloud BaradAgent Monitor to start and stop operations

2. Linux system:

Directory of the script to be executed: /usr/local/qcloud/monitor/barad/admin; run trystart.sh to execute the script

## 9. How to reboot monitoring agent?

1. Windows system

Server Manager -> Service List page, select QCloud BaradAgent Monitor to start and stop operations

2. Linux system

Directory of the script to be executed: /usr/local/qcloud/monitor/barad/admin, execute stop.ssh, then run trystart.sh to execute the script

## 10. What might make the installation of monitoring components fail

1. If the DNS configuration is modified, cannot connect to the backend service

2. If the machine is invaded, `ps` is modified , cannot output normal information