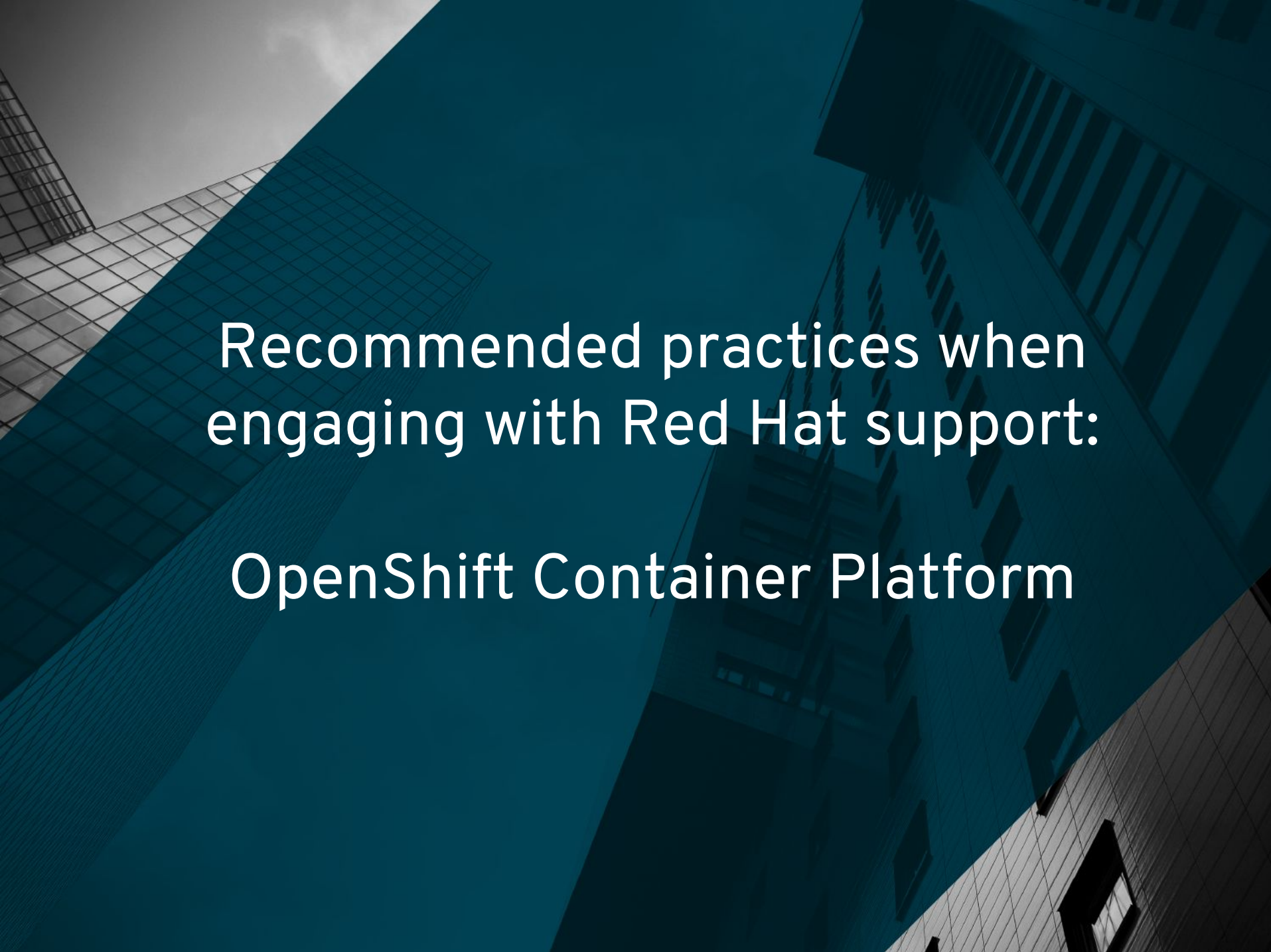
redhat.

Red Hat OpenShift Container Platform

How to get the most out of your Red Hat support

Customer Experience and Engagement


Recommended practices when engaging with Red Hat support:
OpenShift Container Platform

ISSUE RESOLUTION

What to provide and getting comfortable with OpenShift

OpenShift Container Platform troubleshooting and how-to:

http://red.ht/2wZ7QBJ

ISSUE RESOLUTION STEPS

What to provide | **General**

SOSReports:

- yum install sos
- sosreport -k docker.all=on -k docker.logs=on
- … on both masters and nodes

Master, Node & Pod Logs:

- journalctl -u atomic-openshift-master-controllers \
  > openshift-master-controllers-`hostname`.log
- journalctl -u atomic-openshift-master-api > openshift-master-api-`hostname`.log
- journalctl -u atomic-openshift-node > openshift-node-`hostname`.log
- oc get pods && oc logs <pod_name>

Config Files:

- /etc/origin/master/master-config.yml
- /etc/sysconfig/atomic-openshift-master-controllers
- /etc/sysconfig/atomic-openshift-master-api
- /etc/sysconfig/atomic-openshift-node
- /etc/sysconfig/docker

ISSUE RESOLUTION STEPS

What to provide | **General**

Log Levels:

- master, node log levels in /etc/sysconfig/atomic-openshift-master, -node
  OPTIONS='--loglevel=XX'
- Docker log level in /etc/sysconfig/docker
  OPTIONS='--insecure-registry=172.30.0.0/16 --selinux-enabled
  --log-level=debug'
- CLI
  oc whoami --loglevel=8

Environmental:

- oc get node,hostsubnet
- oc get all,events,status -n default
- oc get all,events,status -n <project>
- oadm manage-node <node1> <node2> --list-pods

Diagnostics:

- oadm diagnostics --diaglevel=0 # debug

ISSUE RESOLUTION STEPS

What to provide | **Installer Failures**

Installer:

- ansible all -m ping -vvvv
- ansible-playbook ~/openshift-ansible/playbooks/byo/openshift_facts.yml > facts.log
- ansible-playbook ~/openshift-ansible/playbooks/byo/config.yml -vvv | tee install.log
- ansible-playbook ~/openshift-ansible/playbooks/adhoc/uninstall.yml | tee uninstall.log
- ansible-playbook ~/openshift-ansible/playbooks/byo/openshift-node/scaleup.yml | tee scaleup.log

Installer Config:

- Copy of: /etc/ansible/hosts

Versions:

- Ansible Version
- Openshift Playbook Version
- Openshift Version

Other

- Any other unusual environment settings

ISSUE RESOLUTION STEPS

What to provide | **Networking**

SDN:

- oc get hostsubnets
- sosreport # unpack: tar Jxvf sosreport-XXX-XXX.xz
  a. sos_commands/networking/ip_address
  b. sos_commands/networking/ip_route_show_table_all
  c. sos_commands/networking/iptables_-t_filter_-nvL
  d. sos_commands/networking/iptables_-t_nat_-nvL
  e. sos_commands/logs/journalctl*
- ovs-ofctl -O OpenFlow13 show br0 > ovs-show.txt
- ovs-ofctl -O OpenFlow13 dump-flows br0 > ovs-dump-flows.txt
- ovs-ofctl -O OpenFlow13 dump-ports-desc br0 > ovs-ports.txt

SDN Debug:

- curl -O http://bit.ly/2y3APTh
  - ./debug.sh

ISSUE RESOLUTION STEPS

What to provide | **Registry**

Health:

- oc get service |grep docker-registry
- curl -v <REGISTRY_IP>:5000/healthz
- oc get pods -n default -o wide -l docker-registry

Storage:

- oc get pods -n default
- oc rsh <REGISTRY POD>

Data:

- oc status -n default > status.out
- oc get nodes,hostsubnet,all -n default > default.out
- oc logs <docker-registry-pod> -n default > registry_logs.out
- oc describe all -l docker-registry -n default > registry_all.out
- oc get dc docker-registry -o yaml -n default > registry_dc.out

ISSUE RESOLUTION STEPS

What to provide | **Routing**

Health:

- $ oc logs dc/router -n default # basic health
  $ oc get dc/router -o yaml -n default
  $ oc get route <NAME_OF_ROUTE> -n <PROJECT>
  $ oc get endpoints --all-namespaces

New in OpenShift 3.5+

- oc env dc/router GOTRACEBACK=2
- oc env dc/router OPENSHIFT_PROFILE=web
- # curl http://127.0.0.1:6061/debug/pprof/goroutine?debug=1 > goroutine_debug_1
  # curl http://127.0.0.1:6061/debug/pprof/goroutine?debug=2 > goroutine_debug_2
  # curl http://127.0.0.1:6061/debug/pprof/block?debug=1 > block_debug_1

ISSUE RESOLUTION STEPS

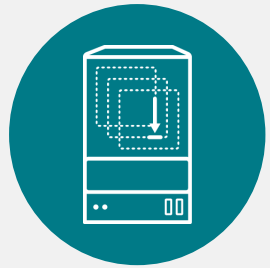
What to provide | **Logging & Metrics**

Logs and Data:

- oc logs heapster-<HASH> &> heapster.logs
- oc logs hawkular-metrics-<HASH> &> hawkular-metrics.logs
- oc logs hawkular-cassandra-<HASH> &> hawkular-cassandra.logs
- oc describe pods heapster-<HASH> &> heapster.events
- oc describe pods hawkular-metrics-<HASH> &> hawkular-metrics.events
- oc describe pods hawkular-cassandra-<HASH> &> hawkular-cassandra.events
- oc logs logging-fluentd-<HASH> &> logging-fluentd.logs
- oc logs logging-es-e0rihgow-<HASH> &> logging-es.logs
- oc logs logging-kibana-<HASH> &> logging-kibana.logs
- oc logs logging-curator-<HASH> &> logging-curator.logs
- oc describe pods logging-fluentd-<HASH> &> fluentd.events
- oc describe pods logging-es-e0rihgow-<HASH> &> logging-es.events
- oc describe pods logging-kibana-<HASH> &> logging-kibana.events
- oc describe pods logging-curator-<HASH> &> logging-curator.events

ISSUE RESOLUTION STEPS

What to provide | **Builds & Deployment**



Builds:

- oc logs bc/<build_name>
- Increase log levels of the build to gather more information
  - {
    "sourceStrategy": {
    ...
    "env": [
    {
    "name": "BUILD_LOGLEVEL",
    "value": "5"
    }
    ]

Deployments:

- oc describe dc <name> [--namespace <project>]
- oc logs dc/<name> [--namespace <project>]

redhat.

THANK YOU

plus.google.com/+RedHat

facebook.com/RedHatSupport

linkedin.com/company/red-hat

twitter.com/RedHatSupport

youtube.com/user/RedHatVideos

access.redhat.com