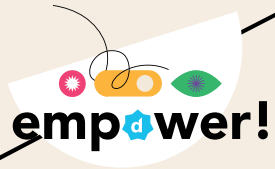
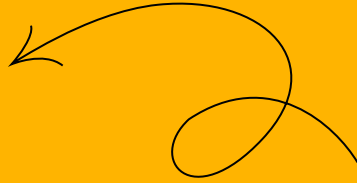


Welc^dme



[YOUR TRAINERS THIS SESSION]



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Debugging and troubleshooting A DMS

Agenda



[WHAT YOU WILL SEE THIS SESSION]

Advanced track

1. A trio of disasters
2. Let's get to it!


Troubleshooting exercise

3. Root cause overview
4. Fun Facts



Down and out?

The cooling system went down, and with it, the DMA for the whole week. Now it won't start up again?





Errors galore!

Errors keep stacking up and the whole DMA is starting to misbehave, what's happening?


Reboot remix...

A power surge caused the hosts to reboot unexpectedly. Now the DMS is in disarray?



It worked just a minute ago?!?

During your nightshift, you went for a quick breather outside at midnight. Only to return to a system flashing errors and warnings...



Down and out?

The cooling system went down, and with it, the DMA for a whole week. Now it won't start up again?



Investigation

- SLErrors.txt -> SLDataMiner.txt
-> Cloud token expiration!

Can we fix it?

- [Troubleshooting Procedures: STaaS](#)





Errors galore!

Errors keep stacking up and the whole DMA is starting to misbehave, what's happening?

Investigation

- Alarm console -> Cassandra node down -> nodetool status -> Cassandra status -> Out of sync!
- SLErrors.txt -> SLDBConnection.txt -> Cassandra status -> Out of sync!

Can we fix it?

- Set up time synchronization between Cassandra nodes
[Compute Requirements: Time](#)



Reboot remix...



A power surge caused the hosts to reboot unexpectedly. Now the DMS is in disarray?

Investigation

- SLErrors.txt -> SLDMS.txt/SLNet.txt -> Connection errors -> DMS.xml -> ipconfig -> Wrong IP addressess!

Can we fix it?

- Reassign the IP addressess or stop the cluster and update the files with the new IPs.

[Change IP of a DMA in a DMS](#)

It worked just a minute ago?!?

During your nightshift, you went for a quick breather outside at midnight. Only to return to a system flashing errors and warnings...



Investigation

- SLErrors.txt -> SLDBConnection.txt -> Connection error
-> Certificate validation -> Cassandra -> Expired certificate!

Can we fix it?

- Update the Cassandra TLS certificate
[Encryption in Cassandra](#)

A vast majority of critical outages involve

- Self-managed database issues
 - Cassandra repairs, time sync, node outages, latency, ...
 - [Maintaining Cassandra Cluster](#)
- Outdated versions (older than 6 months)
- Non-cloud connected systems
 - No pro-active monitoring
 - No automated log collection
- Limited access to the system

[ASK AWAY]



Questions?