

## Troubleshooting

The following command enables **debug** information to stdout - to be displayed with `docker logs container\_id\_of\_sematext-agent-docker`:

```
docker run -d --name sematext-agent -e SPM_TOKEN=YOUR-SPM_TOKEN \
-e SPM_LOG_TO_CONSOLE=true \
-e SPM_LOG_LEVEL=debug \
-v /var/run/docker.sock:/var/run/docker.sock \
sematext/sematext-agent-docker
```

```
docker logs -f sematext-agent
```

Parameters for debug output:

- e SPM\_LOG\_TO\_CONSOLE=true - enables internal log messages to the console. Normally only metrics
- e SPM\_LOG\_LEVEL=debug - "info|warn|error|debug" - set this to "debug" to see all messages on console
- e DEBUG\_SPM\_LOGGING=enabled - very detailed logging before parsing, after parsing, inserts to log

If running Sematext Docker Agent in debug mode doesn't help you spot and solve the problem please send us the diagnostics package as described below.

Run the following to collect basic information for our support, such as environment variables, and configuration:

```
docker exec -it sematext-agent spm-client-diagnostics
```

...

SPM diagnostics info is in /tmp/spm-diagnose.zip

Please e-mail the file to [support@sematext.com](mailto:support@sematext.com)

Please contact us via chat or email us the output of that command and the generated ZIP file (to support@sematext.com). You can copy the ZIP file to your host using "docker cp":

```
docker cp sematext-agent:/tmp/spm-diagnose.zip .
```