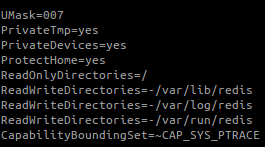
**Assessment Cloud Infrastructure Engineer**

Exercise 3: Linux problem solving

* Troubleshooting Process:

1. **docker status (or ps)** : to check if there is a running docker container hosting ‘REDIS’.
2. **sudo service redis-server status** & **journalctl -xe** : to further analyse the issue and get any status codes.
3. **sudo -u redis redis-server /etc/redis/redis.conf** : to check is there any bad typos in conf file.
4. **sudo cat /var/log/redis-server.log**
5. **sudo ls -l /var/log/ | grep redis** : check the log file’s permission and belongs to which user and group.
6. **sudo cat /lib/systemd/system/redis-server.service**

* What’s Wrong?:



**/var/log/** belongs to ReadOnlyDirectory even **/var/log/redis-server.log** has 660 permision and redis:redis.

/var/log/redis/ is defined as ReadWriteDirectory so redis.conf can access to /var/log/redis/redis-server.log and write recent logs.

* Fix!:  
  change logfile path entry in /etc/redis/redis.conf file as indicated in   
  /lib/systemd/system/redis-server.service.

Exercice 4: Windows problem solving

* Troubleshooting Process:

1. Check ‘Event Viewer’ to analyse log for IIS : eventvwr.msc naviguate to ‘’Custom Views’ -> ‘Server Roles’ -> ‘Web Server (IIS)’.
2. Check if AppPoolServiceUser is not disable/locked
3. Check/Give full permission to AppPoolServiceUser to ‘wwwroot’
4. RESET AppPoolServiceUser password
5. Check if AppPoolServiceUser belongs to IIS\_USERS

* What’s Wrong?:

AppPoolServiceUser has privileges lack or bad configuration.

* Fix!:

Changed the identity for ‘DefaultAppPool’ to ‘ApplicationPoolIdentity’

Restarted the ‘DefaultAppPool’.