

title: Troubleshooting Sematext Docker Agent description: Troubleshooting instructions for Sematext Docker Agent, a modern, Docker-native monitoring and log collection agent. It runs as a tiny container on every Docker host and collects logs, metrics, and events for all cluster nodes and their containers

## 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 MONITORING_TOKEN=YOUR-MONITORING_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 messages of level `info` or higher are sent to the console.
- e SPM\_LOG\_LEVEL=debug - "`info|warn|error|debug`" - set this to "`debug`" to see all messages of level `debug` or higher.
- e DEBUG\_SPM\_LOGGING=enabled - very detailed logging before parsing, after parsing, inserts the original log message.

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 .
```