

# ICA0002: IT Infrastructure Services

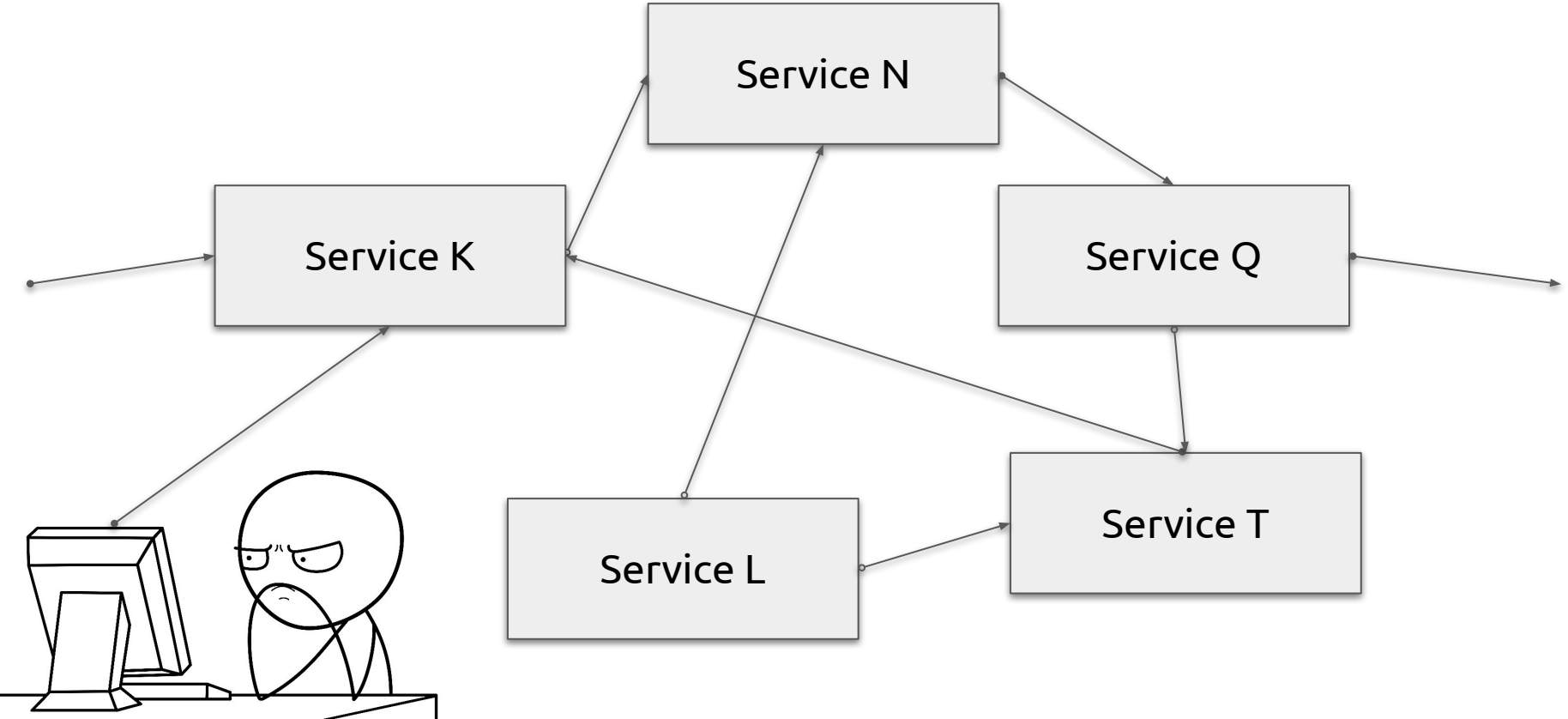
## Troubleshooting

Roman Kuchin  
Juri Hudolejev  
2020

# Troubleshooting infrastructure services

1. **Identify the misbehaving component**
2. Identify the problem
3. Find the acceptable solution
4. Fix it!

# Identify the misbehaving component



# Troubleshooting infrastructure services

1. ~~Identify the misbehaving component~~ ✓
2. **Identify the problem**
3. Find the acceptable solution
4. Fix it!

# Identify the problem

"I did everything correctly but it doesn't work!" -- is **not** a problem definition

Most common problems:

- Service is not running
- Service is running but not working correctly
- Service cannot communicate to another service

Problem:

Service is not running

# Problem: service is not running

How to detect, option 1:

```
ps ax | grep <my-process-name>
```

- **ps** - lists running OS processes
- **grep** - filter out all but your service process

The simplest and fastest option to detect if the service is running

# Problem: service is not running

Example command to check if process is running:

```
ps ax | grep nginx
```

Example output if the process is running:

```
883 ?      Ss   0:00  nginx: master process /usr/sbin/nginx -g ...
902 ?      S    0:00  nginx: worker process
1636 pts/0  S+   0:00  grep --color=auto nginx
```

Example output if the process is not running:

```
1638 pts/0  S+   0:00  grep --color=auto nginx
```



# Problem: service is not running

How to detect, option 2:

```
systemctl status <my-service-name>
```

Alternative:

```
service <my-service-name> status
```

Both provide more details about the service and also some logs

Note: process, DEB package and Systemd unit names may differ!

Example: `mysqld` / `mysql-server` / `mysql`.

# Problem: service is not running

Example command to check service status:

```
systemctl status mysql
```

Example output if the service is running:

```
...  
Active: active (running) since Sat 2019-10-26 11:51:03 UTC  
...
```

Example output if the service is not running:

```
...  
Active: inactive (dead) since Sat 2019-10-26 12:20:08 UTC  
...
```

# Problem: service is not running

Most common causes:

- Service failed to start because of configuration issues
- Service failed to start because of lack of file permissions
- Service failed to start because the port it binds to is already taken
- Service did not start after the machine reboot
- You forgot to start the service :)

# Configuration syntax problems

How to detect:

```
nginx -t
```

```
apache2ctl -t (or apache2ctl configtest)
```

```
named-checkconf; named-checkzone
```

```
visudo -cf /etc/sudoers.d/my-user
```

Service built-in config checkers

The best way to check the configuration syntax of the existing files

Only a few services have this option :(

# Configuration syntax problems

Example command to check the service configuration syntax:

```
nginx -t
```

Example output if the configuration syntax is correct:

```
nginx: the configuration file /etc/nginx/nginx.conf syntax is ok
nginx: configuration file /etc/nginx/nginx.conf test is successful
```

Example output if the configuration syntax is not correct:

```
nginx: [emerg] unknown directive "rooot" in /etc/nginx/sites-enabled/default:4
nginx: configuration file /etc/nginx/nginx.conf test failed
```

# Configuration syntax problems

How to avoid:

**copy:**

**src: nginx-site.conf**

**dest: /etc/nginx/sites-enabled/default**

**validate: nginx -t**

Validate the configuration **before** changing the actual file on server

More examples for sudo, SSH etc.:

- [https://docs.ansible.com/ansible/latest/modules/copy\\_module.html#examples](https://docs.ansible.com/ansible/latest/modules/copy_module.html#examples)
- [https://docs.ansible.com/ansible/latest/modules/template\\_module.html#examples](https://docs.ansible.com/ansible/latest/modules/template_module.html#examples)

# Starting service automatically

Common practice in the Debian world:

- Start and enable the service automatically during DEB package installation

**Do not rely on this behavior!** This is just a convention, not a law

The Ansible way to ensure that the service is started and enabled on boot:

```
service:
```

```
  name: nginx
```

```
  state: started
```

```
  enabled: yes
```

Problem:

Service is running but  
not working correctly



# Problem: service not working correctly

## Examples:

- Key-based SSH is configured but it is still asking for a password on login
- Nginx should listen on port 8080 but it is only listening on 80
- User **root** can log in to MySQL but user **elvis** can not
- Bind should transfer entire zone but it only resolves individual addresses
- Script should backup these three directories but it backs up only this one
- etc.

# Problem: service not working correctly

How to detect:

- No silver bullet exists -- every service has its own specifics
- Make sure that service **is actually running**
- Almost certainly a configuration **logic** problem; syntax is probably okay
- Localize the problem: it is easier to find a solution for exact problems:
  - "Nginx is not working" vs. "Nginx is not listening on port 8080"
- Check logs
- Use verbose (debug) mode

# Problem: service not working correctly

Logs:

- `/var/log/<service-name>`
- `/var/log/syslog`

Alternative commands for Systemd journal:

- `journalctl -fu <service-name>`
- `journalctl -xn`

# Hints for log monitoring

Follow logs:

```
tail -f /var/log/nginx/error.log /var/log/syslog
```

Only print needed logs (containing **cron** in this example):

```
grep -i cron /var/log/syslog
```

Filter out some lines (print all but lines containing **systemd** in this example):

```
grep -v systemd /var/log/syslog
```

# Problem: service not working correctly

Verbose (debug) mode:

- `ansible-playbook -v my_playbook.yaml`
- `curl -v http://localhost:8080`
- `wget -d http://localhost:8080`
- `ssh -vvv my-user@my-server`

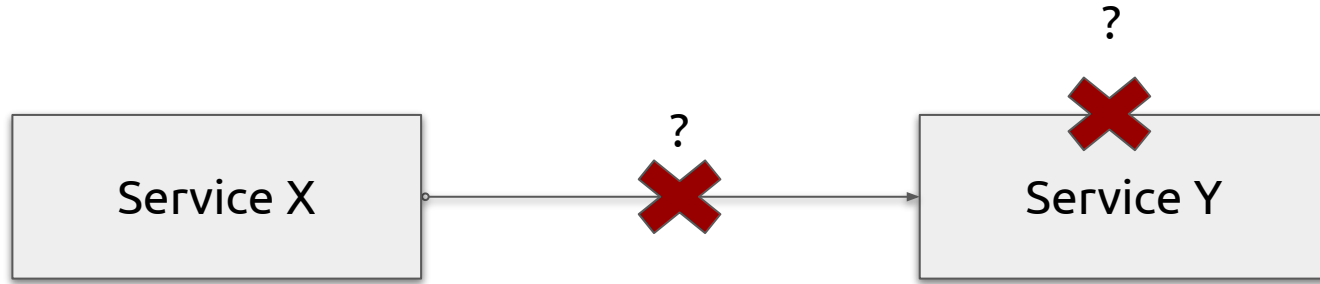
Nginx [configuration file](#): `error_log /var/log/nginx/error.log debug;`

^^^ you'll rarely need this; **do not enable permanently in production!**

Problem:

Service cannot communicate to  
another service

# Service communication issues



# Service communication issues

First thing: make sure both services are **running** and **working correctly**

Next thing: detect, identify and fix connectivity issues

Common connectivity issues:

- Machine is not connected to the network
- Machine cannot reach another machine
- Service X cannot connect to another machine's port N
- Service Y is listening on wrong interface and/or port



# Service communication issues

How to check if machine is connected to the network:

```
ping 1.1.1.1
```

Example output if the machine is connected (Ctrl+C to stop pinging):

```
64 bytes from 1.1.1.1: icmp_seq=3 ttl=56 time=9.70 ms
64 bytes from 1.1.1.1: icmp_seq=4 ttl=56 time=10.3 ms
...
```

Example output if the machine is not connected:

```
connect: Network is unreachable
```

# Service communication issues

How to check if machine can reach another machine:

```
ping <another-machine-address>
```

Alternative if ping to remote machine is blocked by firewall:

```
tracert <another-machine-address>
```

# Service communication issues

How to check if one can connect to another machine's port:

```
nc -vz <another-machine-address> <port>
```

Alternative if nc is not available:

```
telnet <another-machine-address> <port>
```

# Service communication issues

Example command to check if service is listening on the remote port:

```
nc -vz 192.168.42.37 8080
```

Example output if the service is listening on the remote port:

```
Connection to 192.168.42.37 8080 port [tcp/http-alt] succeeded!
```

Example output if the service is not listening on the remote port:

```
nc: connect to 192.168.42.37 port 8080 [tcp/http-alt] failed: Connection refused
```

# Service communication issues

How to detect if service is listening on the correct port:

```
sudo netstat -lnptu
```

Needs admin privileges to list process names

Alternative if **netstat** is not available:

```
sudo ss -lnptu
```

# Service communication issues

Example command to list all services listening on TCP ports:

```
sudo netstat -lnpt
```

Example output if the service is listening on the remote port:

Proto	Recv-Q	Send-Q	Local Address	Foreign Address	State	PID/Program name
tcp	0	0	0.0.0.0:22	0.0.0.0:*	LISTEN	821/sshd
tcp	0	0	0.0.0.0:80	0.0.0.0:*	LISTEN	948/nginx
tcp	0	0	0.0.0.0:8080	0.0.0.0:*	LISTEN	948/nginx

Example output if the service is listening on the **local** interface only:

tcp	0	0	127.0.0.1:3306	0.0.0.0:*	LISTEN	946/mysqld
-----	---	---	----------------	-----------	--------	------------

# Troubleshooting infrastructure services

1. ~~Identify the misbehaving component~~ ✓
2. ~~Identify the problem~~ ✓
3. **Find the acceptable solution**
4. Fix it!

# Finding the solution

## 1. Check service documentation:

- `<service-name> --help`    example: `ansible --help`
- `man <service-name>`        example: `man nginx`
- `info <service-name>`        example: `info ssh`

## 2. Ask Google, DuckDuckGo, Bing etc.

## 3. Try [rubber duck debugging](#) -- not a joke, it really works

## 4. Ask a colleague for help

^^^ Strictly in **this** order!



# Troubleshooting infrastructure services

1. ~~Identify the misbehaving component~~ ✓
2. ~~Identify the problem~~ ✓
3. ~~Find the acceptable solution~~ ✓
4. **Fix it!**

Questions?

# Troubleshooting cheat sheet

## Services and Processes

Process running?	<code>ps ax   grep &lt;process&gt;</code>
Service status:	<code>systemctl status &lt;service&gt;</code>
Config check:	<code>nginx -t</code>
Verbose mode:	<code>curl -v; ssh -vvv</code>
Service logs:	<code>/var/log/&lt;service&gt;/*</code> <code>journalctl -fu &lt;service&gt;</code>
System logs:	<code>/var/log/syslog</code> <code>journalctl -xn</code>
Help:	<code>&lt;x&gt; --help; man &lt;x&gt;; info &lt;x&gt;</code>

## Connectivity

Network connected?	<code>ping 1.1.1.1</code>
IP address info:	<code>ip a</code>
Route info:	<code>route</code>
Reach other node:	<code>ping &lt;ip&gt;</code>
Probe remote port:	<code>nc -vz &lt;ip&gt; &lt;port&gt;</code>
Resolve hostname:	<code>host &lt;hostname&gt; [&lt;ns&gt;]</code>
Listening services:	<code>netstat -lnptu</code>