




















# Debug the application/system errors when site got down

## Overview

This doc is to identify the errors in application / system logs when application / system got down.

open vhost file vhost.conf  
sudo vim /etc/httpd/conf.d/vhost.conf  
and find out the location of the project and then navigate to the project location as given example.  
/var/www/html/<project>/var/log/  
Here we can see the application related logs through WinSCP or FileZilla as shown in below for InOut project,  
based on the date we can confirm whether file affected or not.

/var/www/html/inout/var/log/		
Name	Size	Changed
		11/27/2019 7:42:33 PM
 ConnectionNav.log	2 KB	11/8/2019 9:42:00 PM
 connector.log	0 KB	10/9/2019 12:35:41 PM
 cron.log	4 KB	10/24/2019 8:07:45 PM
 CustomerCardWeb.log	42 KB	12/4/2019 11:45:39 AM
 debug.log	20,316 KB	12/5/2019 6:40:38 PM
 exception.log	12 KB	12/4/2019 10:02:55 AM
 item_details.log	0 KB	12/2/2019 4:55:11 PM
 magentonavloop.log	1,633 KB	10/24/2019 6:47:25 PM
 orderapitest.log	211 KB	12/5/2019 3:41:58 PM
 orderapitest.log-back	139 KB	10/24/2019 12:42:05 PM
 orderapitest34.log	3 KB	10/30/2019 7:41:25 PM
 payment.log	32 KB	12/4/2019 11:45:37 AM
 placeorderapi.log	98 KB	12/5/2019 3:41:58 PM
 placeorderapi.log-old	40 KB	10/16/2019 2:51:25 PM
 system.log	1,606 KB	12/5/2019 6:40:38 PM
 testlogg.log	34 KB	12/5/2019 6:30:35 PM
 timediff.log	8 KB	10/9/2019 4:13:52 PM
 worldpay.log	19 KB	11/29/2019 2:57:30 AM

If we are suspecting any errors related to the web server, then log into the ec2 instance using PuTTY.  
Go to the /var/log/httpd/ location and then check the access.log and error.log  
To track the issue exactly when it is coming, lock the log file while running the application with below command.

```
tail -f /var/log/httpd/access.log
```

It will show the logs on PuTTY console while running the application itself.

<https://www.digitalocean.com/community/tutorials/how-to-troubleshoot-common-http-error-codes>

Issues related to the PuTTY login :

"connection timeout" if the port is blocked by the firewall  
"Connection refused" if the service is down/not listening on specified port, but port is reachable.  
"connected to server\_ip" if connection is successful