

# supportconfig-utils

# Vision for tools

- Deliver **fastest possible path** from being given supportconfigs to starting useful debugging
- Make most likely **area to investigate immediately available**
- Make **debugging as efficient as possible**
- Provide a **rich UI** for navigating / analysing (potentially many) log files
- Extend to **support all SUSE products** out of the box

# Overview of tools used

- supportconfig-utils is built using:
  - **Inav** - Log file navigator
  - **tmux** - terminal multiplexer
  - **unpack** - utility for unpacking any kind of archive
  - Some small-ish hacks in Ruby and shell

# Install and Configure

- Install the supportconfig-utils package (this also installs tmux-lib)
  - <https://software.opensuse.org/package/supportconfig-utils>
- Default terminal session launched using `xdg-terminal`
- Can be changed in
  - `~/.config/supportconfig-utils/tmux-window` **or**
  - `/etc/sysconfig/supportconfig-utils`

e.g.

```
SUPPORTCONFIG_UTILS_TMUX_TERMINAL="urxvt-  
256color -g 200x60 -e"
```

# Workflow

One click from browser to create new analysis session!

- Automatically unpacks supportconfig
- Automatically unpacks individual files into `rootfs/`
- Sets up new tmux session
- Extracts essential information
- Determines SUSE product and context (e.g. SOC Crowbar admin node)
- Launches `lnav` filters

# Introduction to tmux

# How to use it?

# tmux windows

Currently oriented towards SOCC (please help us change this)

- 0: spare shell window
- VM: /var/log/messages
- lcc: local chef client
- cc: chef-client



# supportconfig-tmux features

- Initial commands are "pushed" in as simulated keystrokes  
=> can reuse shell history
- Inav2 wrapper
- List of deployment layout, i.e. nodes and clusters
- Tmux window per node
- Option to configure auto-delete supportconfig files at the end (after closing the tmux session)
- Inav2 will show an error after launching supportconfig-utils
- sets up r/R keyboard shortcuts for jumping by minute

# Cloud specific features

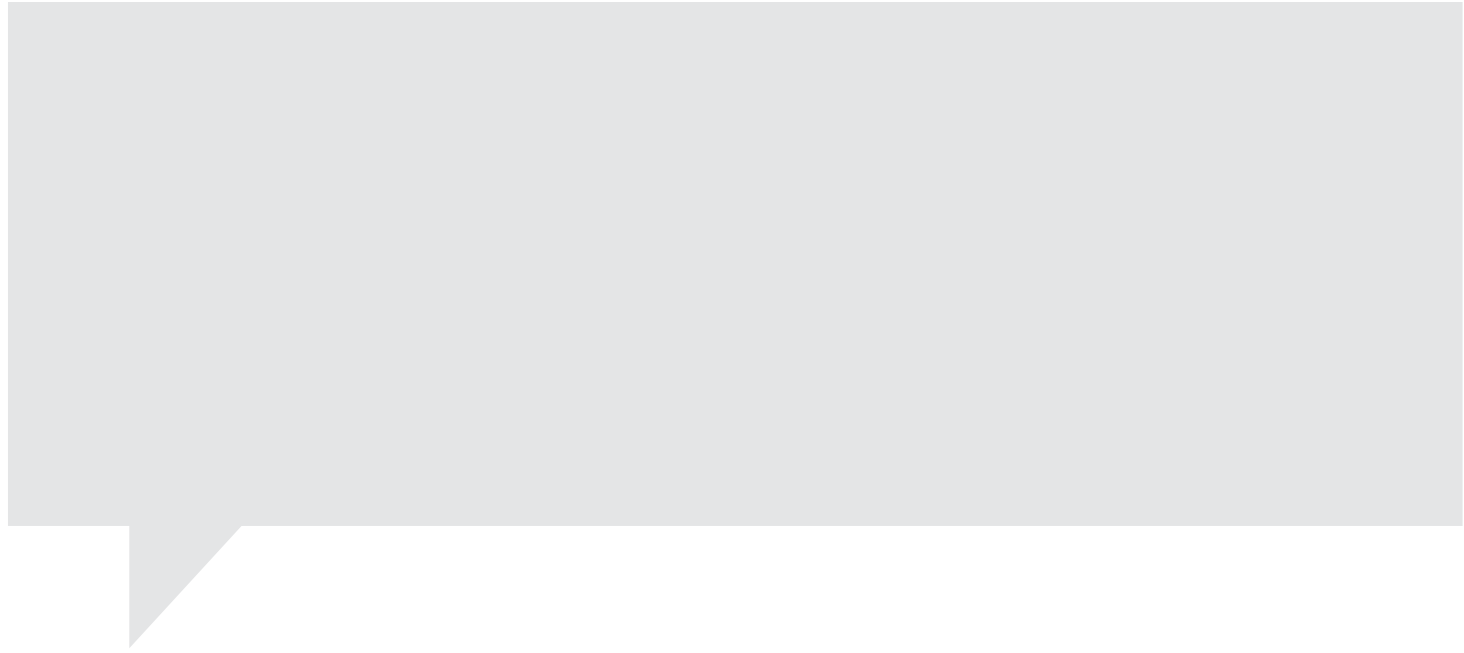
- Inav-crowbar-admin
- Inav-chef-sync-marks
- post-process-crowbar-logs

# supportconfig-tmux-safe

- When unpack fails will show the error before closing the session

# postprocessing

- Extraction of "topics" (keystone, nova, ...)
- Could add an 'annotations' file with timestamp / comment to add personal comments to the Inav views
- Mapping of MAC and IP addresses to aliases for readability
- Postprocessor stdout can be xarg'ed into Inav to look at the relevant logfiles in an Inav session



Thank you.







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