StriimScout: Striim Support Data Collection Utility

StriimScout is a Striim Server data collection tool to support gathering troubleshooting.

What is StriimScout?

StriimScout is a support data collection utility that gathers diagnostic information from Striim servers—system metrics, JVM diagnostics, API outputs, logs, and configs—into a single ZIP archive for troubleshooting.

What does it collect by default?

System info (top, disk space, network stats), Striim API data (MON commands, app exports, STATUS), and key files (striim.server.log, startUp.properties).

What optional data can it collect?

JVM diagnostics (thread dumps, heap info, JFR recordings), component-level MON/DESCRIBE commands, CLI debug logs, and MDR exports.

How do I run it?

Deploy it as a Striim SOURCE adapter, configure the `ServiceRequestID`, and run the application.

How do I install StriimScout?

Step 1: Download the appropriate version.

The version of StriimScout should match the version of Striim you are running in.

(Optional) Step 1.5: Unload existing Open Processor

In Striim Console in the UI, when you run `list libraries;` - if you see StriimScount, then you need to `UNLOAD` it.

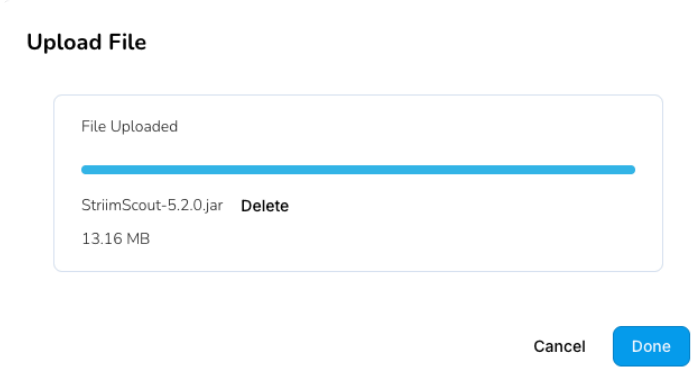
You will run the unload command referencing the listed jar filename; note it **must** still exist in your UploadedFiles in order to `UNLOAD` it.

For example, if the above File Name listed `StriimScout-5.2.0.jar`, you would unload it like so:

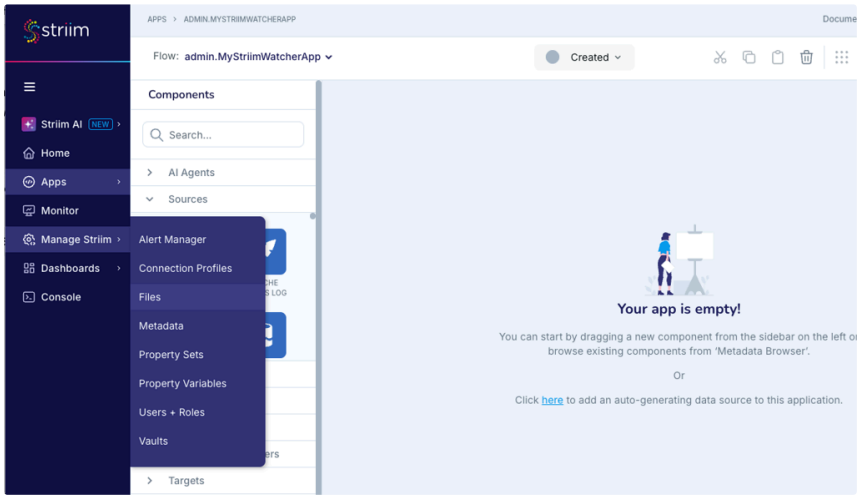
```
1 UNLOAD OPEN PROCESSOR 'UploadedFiles/StriimScout-5.2.0.jar';
```

Step 2: Upload the Open Processor via the UI

You will need to upload the provided StriimScout*.jar file to your Files in the UI.

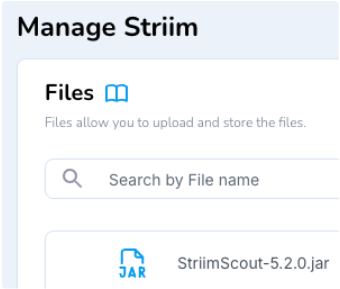


Do not load it on the Striim server backend, as this may not provide the right file ownership and/or permissions. Do not copy it to the lib or modules directory, as this may cause issues unloading or replacing in the future.



Click 'Files' under 'Manage Striim'

Upload the latest StriimScout.jar file on the 'Files' Page:



Step 3: Run the LOAD command in console

In Console, run the 'Load' command for StriimScout:

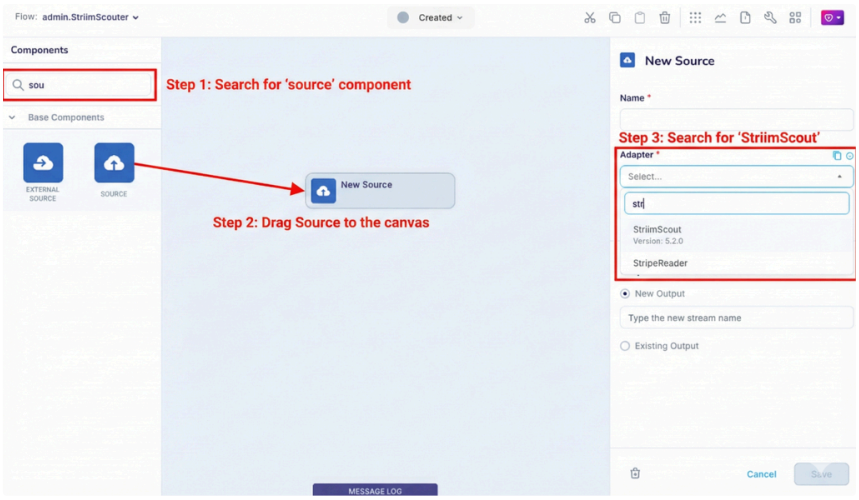
```
LOAD OPEN PROCESSOR 'UploadedFiles/StriimScout-5.2.0.jar';
```

You should see a SUCCESS. Note that `list libraries;` will now show StriimScout is loaded:

```
CONSOLE

-- Processing - use admin
-- -> SUCCESS
-- Elapsed time: 194 ms
-- Processing - LOAD OPEN PROCESSOR 'UploadedFiles/StriimScout-5.2.0.jar'
-- -> SUCCESS
-- Elapsed time: 1280 ms
-- Processing - list libraries


+------+--------------------------+
|  *   |        File Name         |
+------+--------------------------+
|  1   |  StriimScout-5.2.0.jar   |
+------+--------------------------+


-- -> SUCCESS
-- Elapsed time: 105 ms
```

Step 4: Create a New App with a 'Source' Component

Create a new app, and search the literal word 'source' on the left of the screen. Drag that generic 'source' object to the canvas. Then, select StriimScout as the 'Adapter' type.



Note: If "StriimScout" does not appear in your list after searching in Step 4, do a refresh of your browser page (F5) and try again.

Step 5: Configure your options

By default, StriimScout will collect most relevant items for Striim Support to investigate. In some instances, Striim Support will request other items, such as JVM Diagnostics (not included by default). If including JVM Diagnostics, it may cause system pressure as it runs collection commands. Review JVM Diagnostics below to understand the impact.

Debugging:

This is a field component, so occasionally we will need debugging information to investigate root cause of issues. If needed, this explains how to enable and disable debugging logging.

Enable Debugging: Run the following commands in Striim Console UI:

Note: this will save on the server to **logs/striim.server.clidebug.log**:

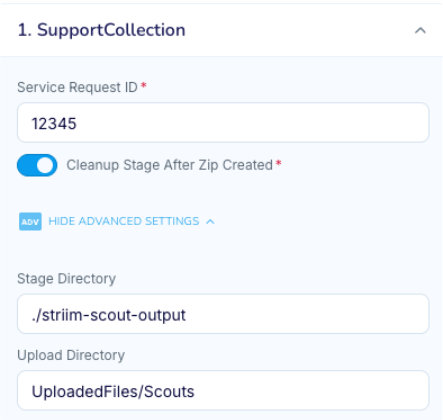
```
set loglevel = {com.striim.util.StriimScout: debug};
```

Run the following to disable:

Note: Be sure to the logging back to info once you have collected data (Wait until the StriimScout app reaches 'STOPPED'.

```
set loglevel = {com.striim.util.StriimScout: info};
```

Support Collection



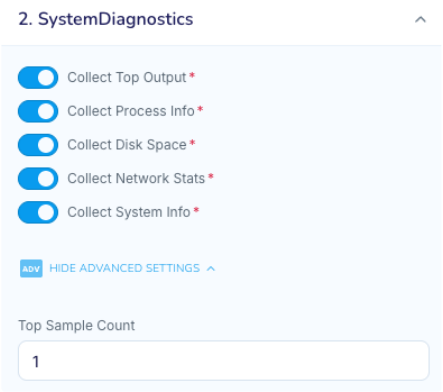
Controls output directories and archive behavior.

Parameter	Default	Description
`ServiceRequestID`	*(required)*	Support ticket ID. Used in archive filename and S3 upload path.
`StageDirectory`	`./striim-scout-output`	Local directory where collected files are staged before archiving. Automatically cleaned up when `CleanupStageAfterZipCreated` is true.
`UploadDirectory`	`UploadedFiles/Scouts`	File path to place compressed output file. By default, it will place it in UploadedFiles/Scouts so you can download the results from the UI.
`CleanupStageAfterZipCreated`	`true`	Delete staged files after ZIP archive is created.

Notes

- Archive filename format: `striim-scout-<ServiceRequestID>-<hostname>-<timestamp>.zip`
- If `CleanupStageAfterZipCreated` is `false`, staged files remain in `StageDirectory` for inspection. It is **not** recommended to set `CleanupStageAfterZipCreated` to `false`.

System Diagnostics



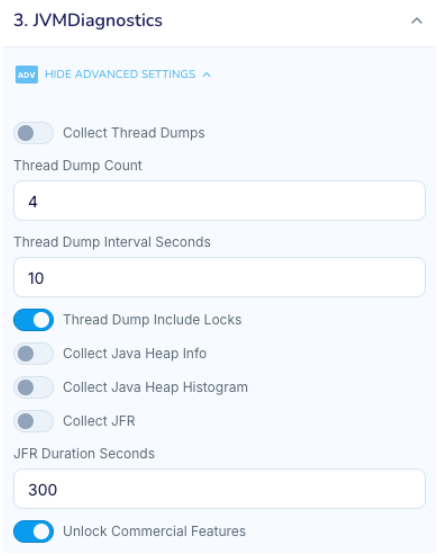
Collects OS-level system information.

Parameter	Default	Description
`CollectTopOutput`	`true`	Capture `top` process snapshot.
`CollectProcessInfo`	`true`	Capture Striim Java process details via `ps`.
`CollectDiskSpace`	`true`	Capture disk usage via `df -h`.
`CollectNetworkStats`	`true`	Capture network statistics via `netstat`.
`CollectSystemInfo`	`true`	Capture OS info via `uname -a`.
`TopSampleCount`	`1`	Number of `top` iterations to capture.

Commands Executed

Parameter	Linux	macOS
`CollectTopOutput`	`top -b -n <count>`	`top -l <count>`
`CollectProcessInfo`	`ps -ef | grep java`	`ps -ef | grep java`
`CollectDiskSpace`	`df -h`	`df -h`
`CollectNetworkStats`	`netstat -tuln`	`netstat -an`
`CollectSystemInfo`	`uname -a`	`uname -a`

JVM Diagnostics



Advanced JVM-level diagnostics. All options default to **disabled** and require opt-in as it may have a performance impact.

Parameter	Default	Description
`CollectThreadDumps`	`false`	Capture thread dumps via `jstack`.
`ThreadDumpCount`	`4`	Number of thread dumps to capture. Striim Support will indicate what value should be provided.
`ThreadDumpIntervalSeconds`	`10`	Seconds between thread dumps. Striim Support will indicate what value should be provided.
`ThreadDumpIncludeLocks`	`true`	Include lock info (`jstack -l`).
`CollectJavaHeapInfo`	`false`	Capture heap summary via `jmap -heap`.
`CollectJavaHeapHistogram`	`false`	Capture object histogram via `jmap -histo`.
`CollectJFR`	`false`	Capture Java Flight Recording.
`JFRDurationSeconds`	`300`	JFR recording duration (5 min default).
`UnlockCommercialFeatures`	`true`	Add `-XX:+UnlockCommercialFeatures` flag for JFR on older JVMs.

Commands Executed

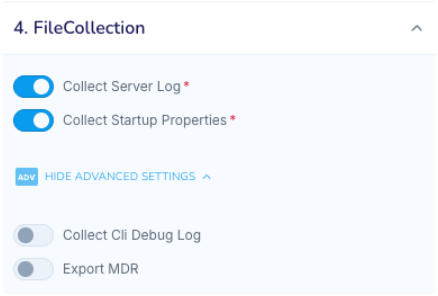
Feature	Command
Thread Dumps	`jstack [-l] <pid>`

Heap Info	`jmap -heap <pid>`
Heap Histogram	`jmap -histo <pid>`
JFR	`jcmd <pid> JFR.start duration=<sec>s filename=<path>`

⚠️ System Impact

Feature	Impact
Thread Dumps	Brief JVM pause per dump. Multiple dumps with short intervals may affect latency.
Heap Info/Histogram	Causes stop-the-world GC pause. **Avoid on production systems under heavy load.**
JFR	Low overhead (~1-2%). Safe for production but consumes disk space.

File Collection



Collects Striim server files (logs, configs).

Parameter	Default	Description
`CollectServerLog`	`true`	Collect `striim.server.log` and rotated logs.
`CollectStartupProperties`	`true`	Collect `startup.properties` and `product.conf`.
`CollectCliDebugLog`	`false`	Collect `striim.server.clidebug.log` (if it exists).
`ExportMDR`	`false`	Export full metadata repository to `export.json`.

Files Collected

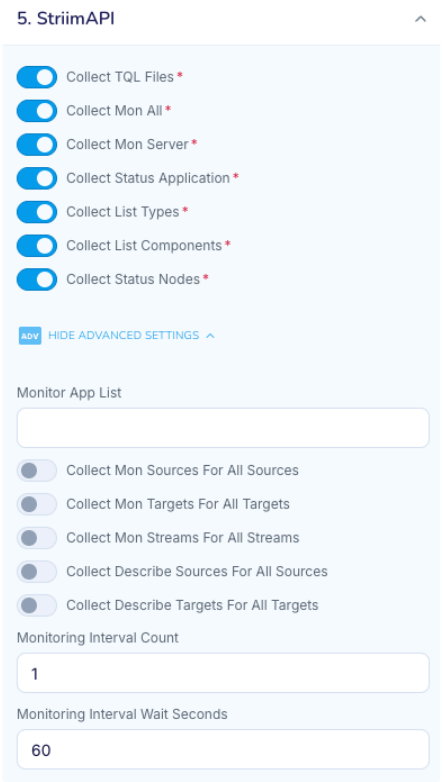
Parameter	Files
`CollectServerLog`	`logs/striim.server.log`
`CollectStartupProperties`	`conf/startup.properties`, `conf/agent.conf` (For Agent)

`CollectCliDebugLog`	`logs/striim.server.clidebug.log`
`ExportMDR`	Full MDR export of MDR to `export.json`

Notes

- All file paths are relative to Striim installation directory
- Full log files are always collected (no tail option) to preserve date/time context
- `ExportMDR` creates a complete backup of the metadata repository

Striim API Collection



Collects data via Striim console commands.

Basic Collection (Default Enabled)

Parameter	Default	Command
`CollectTQLFiles`	`true`	`EXPORT APPLICATION <app>`
`CollectMonAll`	`true`	`MON`
`CollectMonServer`	`true`	`MON server`
`CollectStatusApplication`	`true`	`STATUS APPLICATION <app>`

`CollectListTypes`	`true`	`LIST TYPES`
`CollectListComponents`	`true`	`LIST COMPONENTS`
`CollectStatusNodes`	`true`	`STATUS NODES`

Component-Level Collection (Opt-in)

Parameter	Default	Command
`MonitorAppList`	*(empty)*	Comma-separated app names. **Empty = all apps**.
`CollectMonSourcesForAllSources`	`false`	`MON <source>` for each source *(unless* `MonitorAppList` *is populated, then only those app(s)).*
`CollectMonTargetsForAllTargets`	`false`	`MON <target>` for each target *(unless* `MonitorAppList` *is populated, then only those app(s)).*
`CollectMonStreamsForAllStreams`	`false`	`MON <stream>` for each stream *(unless* `MonitorAppList` *is populated, then only those app(s)).*
`CollectDescribeSourcesForAllSources`	`false`	`DESCRIBE SOURCE <source>` *(unless* `MonitorAppList` *is populated, then only those app(s)).*
`CollectDescribeTargetsForAllTargets`	`false`	`DESCRIBE TARGET <target>` *(unless* `MonitorAppList` *is populated, then only those app(s)).*

Monitoring Intervals

Parameter	Default	Description
`MonitoringIntervalCount`	`1`	Number of monitoring snapshots to capture.
`MonitoringIntervalWaitSeconds`	`60`	Seconds between snapshots. Only utilized if `MonitoringIntervalCount` > 1.

Notes

- Component-level collection iterates through all matching components, which may take time on large deployments
- Multiple monitoring intervals help capture trends over time

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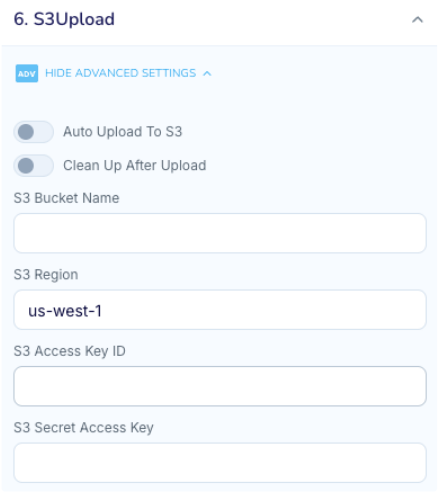
S3 Upload



When utilized, this feature automatically uploads the generated archive to AWS S3. You should get the values for the S3-related options (`S3BucketName` , `S3AccessKeyID` , `S3SecretAccessKey`) from the Support team.

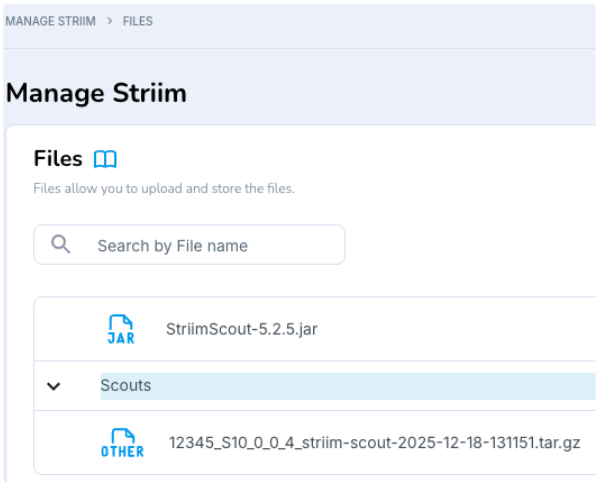
Parameter	Default	Description
`AutoUploadToS3`	`false`	Enable automatic S3 upload after archive creation.
`CleanUpAfterUpload`	`false`	Delete local archive after successful upload.
`S3BucketName`	*(empty)*	Target S3 bucket name. Required if upload enabled.
`S3Region`	`us-west-1`	AWS region for the S3 bucket.
`S3AccessKeyID`	*(empty)*	AWS access key. Required if upload enabled.
`S3SecretAccessKey`	*(empty)*	AWS secret key. Required if upload enabled.

Notes

- If `CleanUpAfterUpload` is `true` , local archive (including `UploadDirectory` folder path - `UploadedFiles/Scouts` by default) is deleted only after confirmed upload success.

Data Collection (Example):

Depending on the options selected, these are the items that you can expect in the created extracted file:



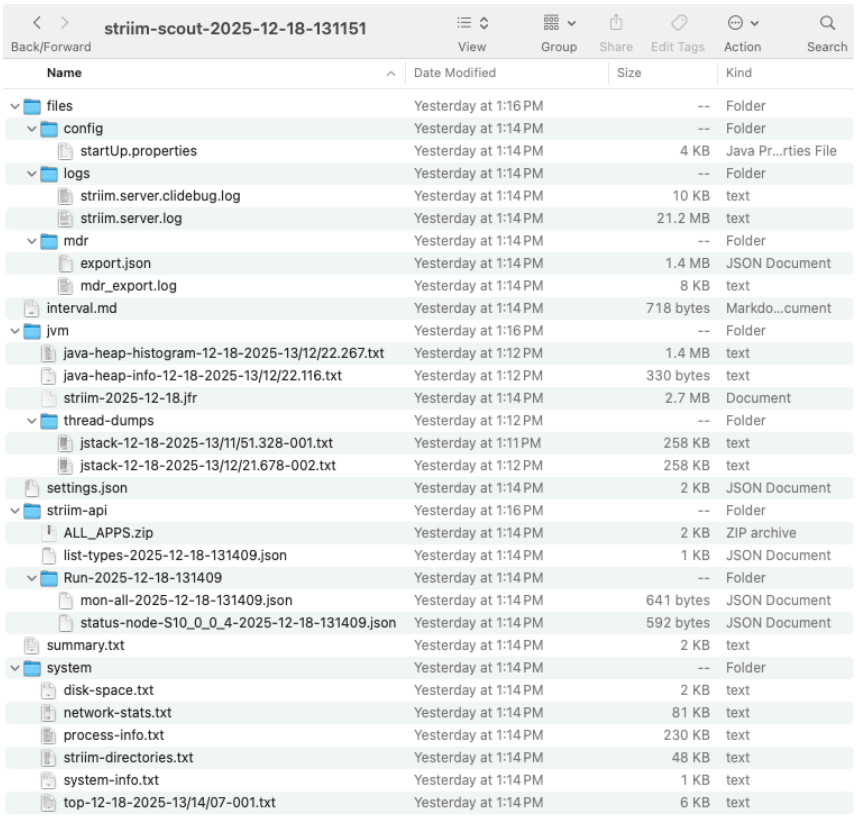
If not marked for cleanup via S3 Options, the file will upload to UploadedFiles/Scouts by default.

Archive File Structure

```
striim-scout-<YYYY-MM-DD>-<HHMMSS>.zip
├── settings.json                    # Collection settings used
├── summary.txt                      # Execution summary
├── interval.md                      # Monitoring interval
configuration
├── system/                          # System diagnostics
│   ├── top-<timestamp>-001.txt      # CPU/memory snapshot
│   ├── process-info.txt             # Java process list (ps -ef |
grep java)
│   ├── disk-space.txt               # Disk space (df -h)
│   ├── network-stats.txt            # Network connections
│   ├── system-info.txt              # System info (uname -a)
│   └── striim-directories.txt       # Striim directory listings
├── jvm/                             # JVM diagnostics (optional)
│   ├── thread-dumps/
│   │   ├── jstack-<timestamp>-001.txt
│   │   ├── jstack-<timestamp>-002.txt
│   │   └── ...
│   ├── java-heap-info-<timestamp>.txt
│   ├── java-heap-histogram-<timestamp>.txt
│   └── striim-<date>.jfr            # Java Flight Recorder
├── striim-api/                      # Striim API data
│   ├── ALL_APPS.zip                 # TQL exports for all
applications
│   ├── list-types-<timestamp>.json  # LIST TYPES output
│   ├── Run-<timestamp>/             # Monitoring run folder
│   │   ├── mon-all-<timestamp>.json
│   │   └── status-node-<node>-<timestamp>.json
│   └── Run-<timestamp-2>/           # Additional runs (if intervals >
1)
├── files/                           # Striim server files
│   ├── logs/
│   │   ├── striim.server.log
│   │   └── striim.server.clidebug.log  # (if enabled)
│   ├── config/
│   │   └── startUp.properties
│   └── mdr/                         # (if ExportMDR enabled)
│       ├── export.json

```

Screenshot Example of Files:


striim-scout-2025-12-18-131151
Back/Forward
View
Group
Share
Edit Tags
Action
Search
Name
Date Modified
Size
Kind
files Yesterday at 1:16 PM -- Folder
config Yesterday at 1:14 PM -- Folder
startUp.properties Yesterday at 1:14 PM 4 KB Java Pr...rties File
logs Yesterday at 1:14 PM -- Folder
striim.server.clidebug.log Yesterday at 1:14 PM 10 KB text
striim.server.log Yesterday at 1:14 PM 21.2 MB text
mdr Yesterday at 1:14 PM -- Folder
export.json Yesterday at 1:14 PM 1.4 MB JSON Document
mdr_export.log Yesterday at 1:14 PM 8 KB text
interval.md Yesterday at 1:14 PM 718 bytes Markdo...cument
jvm Yesterday at 1:16 PM -- Folder
java-heap-histogram-12-18-2025-13/12/22.267.txt Yesterday at 1:12 PM 1.4 MB text
java-heap-info-12-18-2025-13/12/22.116.txt Yesterday at 1:12 PM 330 bytes text
striim-2025-12-18.jfr Yesterday at 1:14 PM 2.7 MB Document
thread-dumps Yesterday at 1:12 PM -- Folder
jstack-12-18-2025-13/11/51.328-001.txt Yesterday at 1:11 PM 258 KB text
jstack-12-18-2025-13/12/21.678-002.txt Yesterday at 1:12 PM 258 KB text
settings.json Yesterday at 1:14 PM 2 KB JSON Document
striim-api Yesterday at 1:16 PM -- Folder
ALL_APPS.zip Yesterday at 1:14 PM 2 KB ZIP archive
list-types-2025-12-18-131409.json Yesterday at 1:14 PM 1 KB JSON Document
Run-2025-12-18-131409 Yesterday at 1:14 PM -- Folder
mon-all-2025-12-18-131409.json Yesterday at 1:14 PM 641 bytes JSON Document
status-node-S10_0_0_4-2025-12-18-131409.json Yesterday at 1:14 PM 592 bytes JSON Document
summary.txt Yesterday at 1:14 PM 2 KB text
system Yesterday at 1:14 PM -- Folder
disk-space.txt Yesterday at 1:14 PM 2 KB text
network-stats.txt Yesterday at 1:14 PM 81 KB text
process-info.txt Yesterday at 1:14 PM 230 KB text
striim-directories.txt Yesterday at 1:14 PM 48 KB text
system-info.txt Yesterday at 1:14 PM 1 KB text
top-12-18-2025-13/14/07-001.txt Yesterday at 1:14 PM 6 KB text