TROUBLESHOOTING WEB

SERVER ISSUES

Report

Oleg Slesarenko (EPBYMINW2472)

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| --- | --- | --- | --- | --- |
| Issue | How to find | Time to find | How to fix | Time to fix |
| Site is not working (redirect to babycry.png) | Curl 192.168.56.10 | 2 min | Exclude redirect from httpd.conf | 3 min |
| Java unavailable | update-alternatives --config java (wrong(bad?) version) | 5 min | alternatives --set /path/to/java | 3 min |
| Site is not working (Tomcat unavailable) | Curl 192.168.56.10 | 2 min | Fix mistake in tomcat worker(worker.properties) Fix mistake in tomcat worker(vhost.conf) | 10 min |
| Wrong IP-address | Discovered while repairing vhost.conf | 2 min | Fixed mistake in the IP address (192.168.56.10 instead of 192.168.56.100) | 1 min |
| Tomcat cannot write logs | Detect while reading Tomcat's logs | 10 min | chown -R "tomcat" user and group to directory "logs" | 3 min |
| Cannot see Tomcat's main page on the 80 port | Curl 192.168.56.10 | 2 min | Set in vhost.conf listening not only mntlab, but all requests on 80 port. | 3 min |
| Site is unavailable by ssl and http from external hosts | http://mntlab | 3 min | Add 22 and 80 port by iptables rules in iptables | 5 min |
| Iptables don't save rules | sudo reboot | 5 min | Remove "immutable" flag from /sysconfig/iptables by a chattr command and save rules again | 7 min |
| Tomcat don't start after server's restart | sudo reboot | 3 min | Add write routes for CATALINA\_HOME and JAVA\_HOME | 5 min |
| Wrong tomcat's availability status | service tomcat status | 5 min | exclude wrong echo("tomcat is running") from etc/init.tomcat | 3 min |

**What java version is installed?**

*java 1.7.9 x64*

**How was it installed and configured?**

*It was installed before.It may be installed by yum or by unzip and install from local rpm packet.*

*Current version of Java confidured by "alternatives" command.*

**Where are log files of tomcat and httpd?**

*Apache tomcat - /opt/apache/tomcat/current/logs*

*Httpd - /var/log/httpd*/

**Where is JAVA\_HOME and what is it?**

*JAVA\_HOME - the environment variable to create aliases for shell commands, and set the default permissions for newly created files.*

*For each user in a system must set their own JAVA\_HOME path.*

*Path to JAVA\_Home - path to current for this system Java.*

**Where is tomcat installed?**

*/opt/apache/tomcat/7.0.62/*

**What is CATALINA\_HOME?**

*CATALINA\_HOME - the environment variable.Must point to a directory with installed Tomcat*

**What users run httpd and tomcat processes? How is it configured?**

**What configuration files are used to make components work with each other?**

*Config files such as vhost.conf,httpd.conf,worker.properties.*

**What does it mean: “load average: 1.18, 0.95, 0.83”?**

*The load average represents the average system load over a period of time. 1.18 0.95 0.83-value for 1 5 and 15 minutes respectively*

Fix.sh

***#preparing for work***

*yum install -y mlocate >> /dev/null*

*updatedb*

***#fix httpd.confvhost.conf***

*sed -i '/\<VirtualHost /,/\<\VirtualHost>/d' /etc/httpd/conf/httpd.conf*

***#workers.properties***

*sed -i 's/tomcat.worker/tomcat\_worker/g' /etc/httpd/conf.d/workers.properties /etc/httpd/conf.d/vhost.conf*

*sed -i 's/worker-jk@ppname/tomcat\_worker/g' /etc/httpd/conf.d/workers.properties*

*sed -i 's/192.168.56.100/192.168.56.10/g' /etc/httpd/conf.d/workers.properties*

***#vhost.conf***

*sed -i 's/mntlab/\*/g' /etc/httpd/conf.d/vhost.conf*

***#fix java***

*alternatives --set java /opt/oracle/java/x64//jdk1.7.0\_79/bin/java*

***#fix Tomcat auto***

*sed -ie '/export/d' /home/tomcat/.bashrc*

*export JAVA\_HOME=/opt/oracle/java/x64/jdk1.7.0\_79/jre*

*export CATALINA\_HOME=/opt/apache/tomcat/7.0.62*

*chkconfig tomcat on*

***#restart services***

*service httpd restart*

*/opt/apache/tomcat/7.0.62/bin/shutdown.sh*

*/opt/apache/tomcat/7.0.62/bin/startup.sh*

***#set permissions***

*chown -R tomcat:tomcat /opt/apache/tomcat/7.0.62/logs/*

*chown -R tomcat:tomcat /opt/apache/tomcat/7.0.62/logs/\**

***#fix iptables***

*iptables -I INPUT -p tcp --dport 22 -m state --state NEW -j ACCEPT*

*iptables -I INPUT -p tcp --dport 2222 -m state --state NEW -j ACCEPT*

*iptables -I INPUT -p tcp --dport 80 -m state --state NEW -j ACCEPT*

*chattr -i /etc/sysconfig/iptables*

*service iptables save*