**BelugaCDN Monitoring**

**Understanding Custom Status Codes**

* 593 – **File on Disk Missing --** Error is the equivalent of a NGINX Status code 404 (File not found). With a 593 error, the File is missing **ON DISK** for the node.
  + Check the following site to locate problematic asset: <http://dev.140.am/belugacdn/errors?a=1&status=593>
  + Invalidate the asset from all CDN nodes: <https://www-admin.belugacdn.com/invalidate> (simply paste the URL and request the invalidation)
  + Click on the “UUID” of the request placed
  + Ensure records were found
  + Grafana Dashboard will reflect if the errors were cleared: <https://grafana.belugacdn.com/d/000000011/cdn?refresh=5s&orgId=1>
* 596 – **Internal Proxy Error –** Generally caused by a crashed service on a node.
  + Check the Grafana Dashboard to ensure it was not just a spike that has corrected itself: <https://grafana.belugacdn.com/d/000000011/cdn?refresh=5s&orgId=1>
  + If the error persists, log on to the server
  + Check status of “beluga-proxy”, “nginx” and “mongod”
    - supervisorctl status nginx beluga-proxy && service mongod status
  + If any of them have crashed start the service immediately, change “status” to “start”
  + Should the service fail to start, withdraw the server from service to prevent further errors:
    - bird-withdraw-all
  + Escalate the issue for further investigation
* 598 – **Proxy Cache server returned a panic –** Usually occurs when our proxy crashes unexpectedly.
  + Check the Grafana Dashboard to ensure it was not just a spike that has corrected itself: <https://grafana.belugacdn.com/d/000000011/cdn?refresh=5s&orgId=1>
  + If the error persists, log on to the server
  + Check the status of “beluga-proxy”
    - supervisorctl status beluga-proxy
  + If proxy needs to be restarted:
    - supervisorctl restart beluga-proxy
  + Check servers error graph to ensure issue has been resolved: <https://www-admin.belugacdn.com/graphs/beluga_servers>