

## TROUBLESHOOT AT THE APPLICATION LEVEL

### STEPS TO CHECK APACHE SERVER STATUS

When one or all the Apache servers are down

**Step 1:** To check the status of Apache, use the command "*systemctl status httpd*".

**Step 2:** The command should be executed on all DC servers. If the DC failover to DR, it should be checked on the DR servers.

DC Servers	DR Servers
192.168.155.15	192.168.145.15
192.168.155.16	192.168.145.16
192.168.155.17	

### STEPS TO CHECK SERVICES STATUS

When one or all the services are down

**Step 1:** Check the services on all DC and DR Servers by logging in to each one.

**Step 2:** To check the services in each server, please run the following APIs on all DC servers. If the DC failover to DR, it should be checked on the DR servers.

APIs	Shell Script
curl --location 'http://127.0.0.1:8080/api/admin/hb'	2RunSvrJarAdmin.sh
curl --location 'http://127.0.0.1:8080/api/auth/hb'	3RunSvrJarAuthentication.sh
curl --location 'http://127.0.0.1:8080/api/em/hb'	6RunSvrJarEmigrant.sh
curl --location 'http://127.0.0.1:8080/api/fr/hb'	7RunSvrJarForeignEmployer.sh
curl --location 'http://127.0.0.1:8080/gws/hb'	1RunSvrJarGateway-api.sh
curl --location 'http://127.0.0.1:8080/api/gs/hb'	12RunSvrJarGrievanceService.sh
curl --location 'http://127.0.0.1:8080/api/is/hb'	15RunSvrJarInsurance.sh
curl --location 'http://127.0.0.1:8080/api/ns/hb'	9RunSvrJarNotification
curl --location 'http://127.0.0.1:8080/api/payment/hb'	14RunSvrJarPayment.sh
curl --location 'http://127.0.0.1:8080/api/rs/hb'	10RunSvrJarReport.sh
curl --location 'http://127.0.0.1:8080/api/ra/hb'	8RunSvrJarRecruitAgent.sh
curl --location 'http://127.0.0.1:8080/api/ss/hb'	4RunSvrJarSecurity.sh
curl --location 'http://127.0.0.1:8080/api/wf/process/hb'	5RunSvrJarWorkflow.sh

**Step 3:** Once you have identified which services are currently unavailable or not working properly, you can begin to address the issue.

eg: Error message (connection refused and APIs are not responding)

**Step 4:** Please follow the path mentioned below.

*/opt/emigrate/server/packages/*

**Step 5:** Please use the command to display a list of only the files with the .sh extension, which are Shell Script files for restarting the services.

*ls -alt \*.sh*

```
[meauser@EMA-K8S-EMIGRATE04 packages]$ pwd
/opt/emigrate/server/packages
[meauser@EMA-K8S-EMIGRATE04 packages]$ ls -alt *.sh
-rwxr-xr-x. 1 meauser meauser 1945 Mar  9 21:07 3RunSvrJarAuthentication.sh
-rwxr-xr-x. 1 meauser meauser 1868 Mar  8 17:53 5RunSvrJarWorkflow.sh
-rwxr-xr-x. 1 meauser meauser 1914 Mar  8 15:13 7RunSvrJarForeignEmployer.sh
-rwxr-xr-x. 1 meauser meauser 1867 Mar  8 15:00 4RunSvrJarSecurity.sh
-rwxr-xr-x. 1 meauser meauser 1850 Mar  8 14:53 12RunSvrJarGrievanceService.sh
-rwxr-xr-x. 1 meauser meauser 1901 Mar  8 14:51 8RunSvrJarRecruitAgent.sh
-rwxr-xr-x. 1 meauser meauser  440 Mar  8 12:40 startAll.sh
-rwxr-xr-x. 1 meauser meauser 2155 Mar  7 19:00 2RunSvrJarAdmin.sh
-rwxr-xr-x. 1 meauser meauser 1856 Feb  3 16:54 15RunSvrJarInsurance.sh
-rwxr-xr-x. 1 meauser meauser 1794 Feb  3 16:54 14RunSvrJarPayment.sh
-rwxr-xr-x. 1 meauser meauser 1806 Feb  3 16:53 10RunSvrJarReport.sh
-rwxr-xr-x. 1 meauser meauser 1859 Feb  3 16:51 9RunSvrJarNotification.sh
-rwxr-xr-x. 1 meauser meauser 1802 Feb  3 16:48 6RunSvrJarEmigrant.sh
-rwxr-xr-x. 1 meauser meauser 2034 Feb  3 16:32 1RunSvrJarGateway-api.sh
[meauser@EMA-K8S-EMIGRATE04 packages]$
```

**Step 6:** Please execute the shell script that is associated with the service(s) APIs that are currently down.

**Step 7:** After executing the shell script, you can use the command '*ps -ef | grep java*' or the respective API to check if the services are running.

**Step 8:** After all the services are up and running, do a Root Cause Analysis (RCA) for any services that were down by checking the logs ( gcLogs, accessLogs and applicationLogs)

*/opt/emigrate/logs*

DC Prod Application Servers	DR Prod Application Servers
192.168.155.18	192.168.145.17
192.168.155.19	192.168.145.18
192.168.155.20	192.168.145.19
192.168.155.21	
192.168.155.22	

## ELK URLs

IPs	URLs	ENV	CREDENTIALS
192.168.155.23	<a href="http://192.168.155.23:5601/login">http://192.168.155.23:5601/login</a>	DC Prod	<a href="#">logviewer/account@123</a>
192.168.145.20	<a href="http://192.168.145.20:5601/login">http://192.168.145.20:5601/login</a>	DR Prod	<a href="#">logviewer/account@123</a>
172.16.100.20	<a href="http://172.16.100.20:5601/login">http://172.16.100.20:5601/login</a>	NON Prod	<a href="#">logviewer/account@123</a>

Check disk space, memory, and CPU utilization for ELK and all application servers.

## NFS Mount Server

IPs	ENV
192.168.155.24	DC Prod
192.168.145.21	DR Prod

Check disk space, memory, and CPU utilization for NFS mount and Database servers.

## DB Servers

IPs
10.40.10.5
10.40.10.6
10.100.20.3

Check disk space, memory, and CPU utilization for DB mount and Database servers.