



Troubleshooting

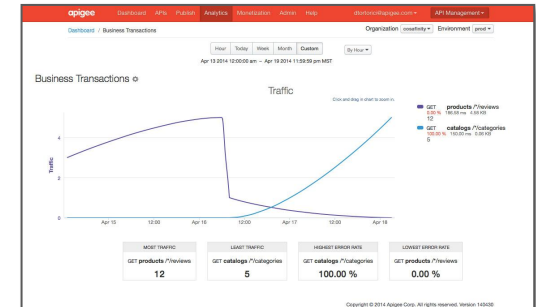
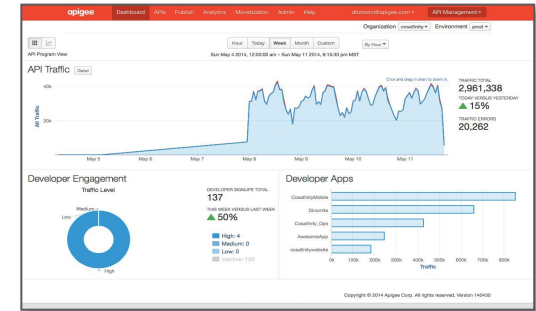
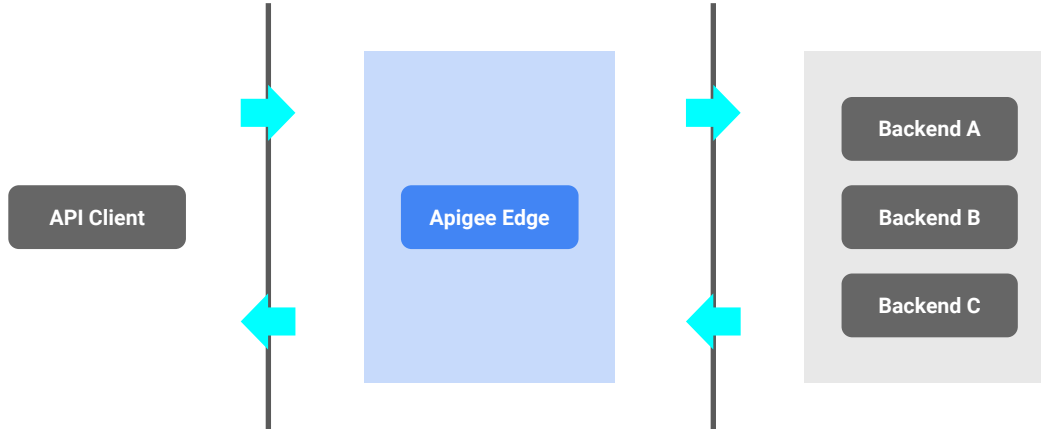


Troubleshooting API Data Flow

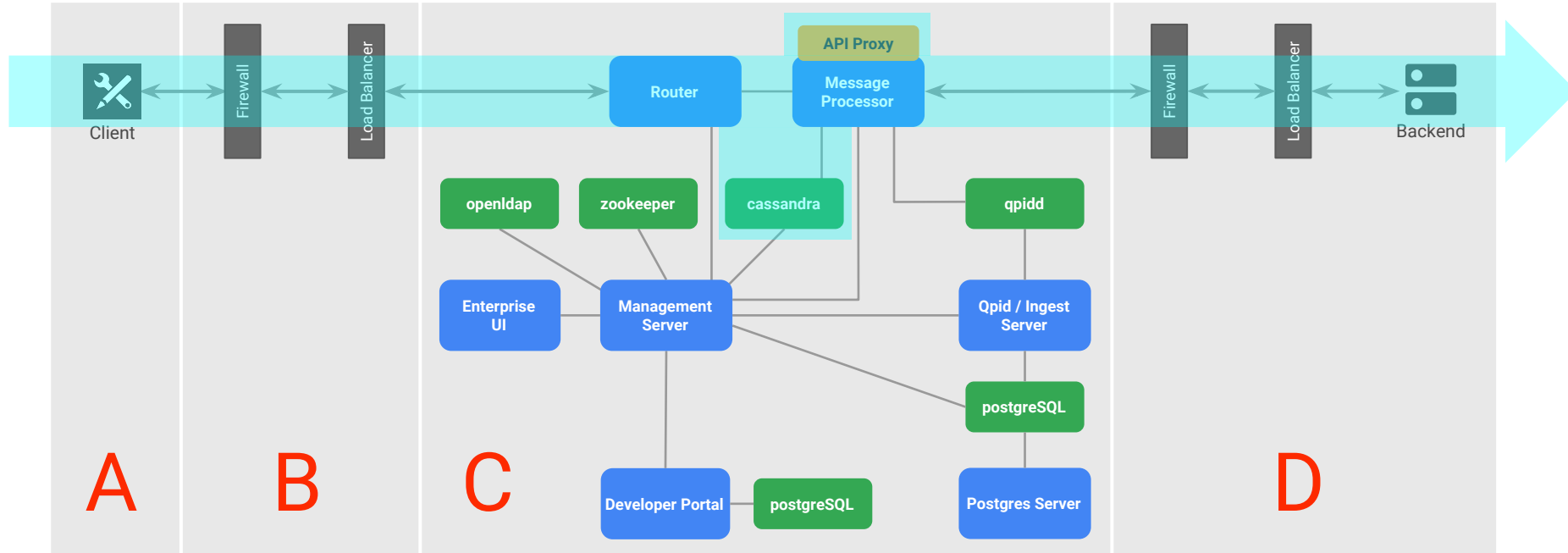
Start here!

Narrowing down the location of the problem is the first step to solving it.

Analytics reports indicate whether the problem lies within the boundaries of Edge

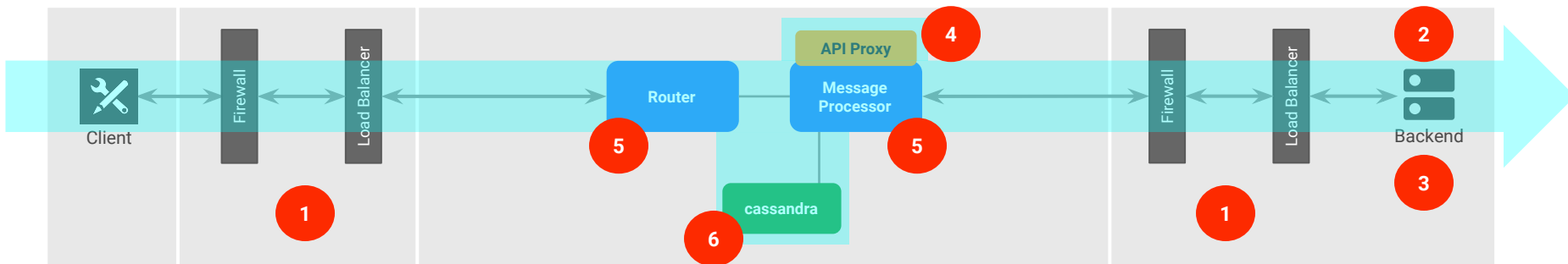


Focus on the runtime critical path



Traffic interruption or high latency

1. Northbound or southbound connectivity problems
2. Backend latency and response time
3. Large payloads
4. API Proxy complexity, processing time, or implementation issues:
 - Poorly-performing code
 - Excessive logic or responsibility being executed in the Gateway
 - Capacity (CPU, memory, disk, or number of R/MP/CS) to meet API traffic and throughput requirements.
5. R/MP down or unresponsive.
6. Cassandra ring down or slow:
 - Unbalanced ratio of MPs to Cassandra nodes
 - Ring down or availability impacted ($N/2+1$)



Trace

apigee Dashboard APIs Publish Analytics Admin Help mmartinez@apigee.com API Management

Dashboard / API Proxies / heartbeat / Trace / 1 Organization **maudrit**

heartbeat What's new in the Proxy Editor ACCESS THE CLASSIC VERSION OF PROXY EDITOR

OVERVIEW DEVELOP **TRACE** PERFORMANCE

Deployment to Trace Environment prod, Revision 1 **Stop Trace Session** Remaining Time: 08:53 Download Trace Session Node.js Logs

Filters

Transactions			
Status	Method	URI	Elapsed
5 200	GET	/v1/heartbeat/rmpcs	11 ms
4 200	GET	/v1/heartbeat/rmpcs	9 ms
3 200	GET	/v1/heartbeat/rmpcs	11 ms
2 200	GET	/v1/heartbeat/rmpcs	28 ms
1 200	GET	/v1/heartbeat/rmpcs	11 ms

View Options

Transaction Map

- Show Disabled Policies (none)
- Show Skipped Phases (4)
- Show All FlowInfos (7)

Phase Details

- Automatically Compare Selected Phase
- Show Variables
- Show Properties

Send Requests

Method **GET** URL Status **200**

Or Send with the API Console

Transaction Map

67 68

Phase Details

Request Received from Client GET /v1/heartbeat/rmpcs		Response Sent to Client 200 OK	
Request Headers		Response Headers	
Accept	*/*	Accept	*/*
Accept-Encoding	gzip, deflate	Accept-Encoding	gzip, deflate
Host	maudrit-prod.apigee.net	Content-Type	text/plain
User-Agent	NING/1.0	Host	maudrit-prod.apigee.net
✓ Apigee application	heartbeat	User-Agent	NING/1.0

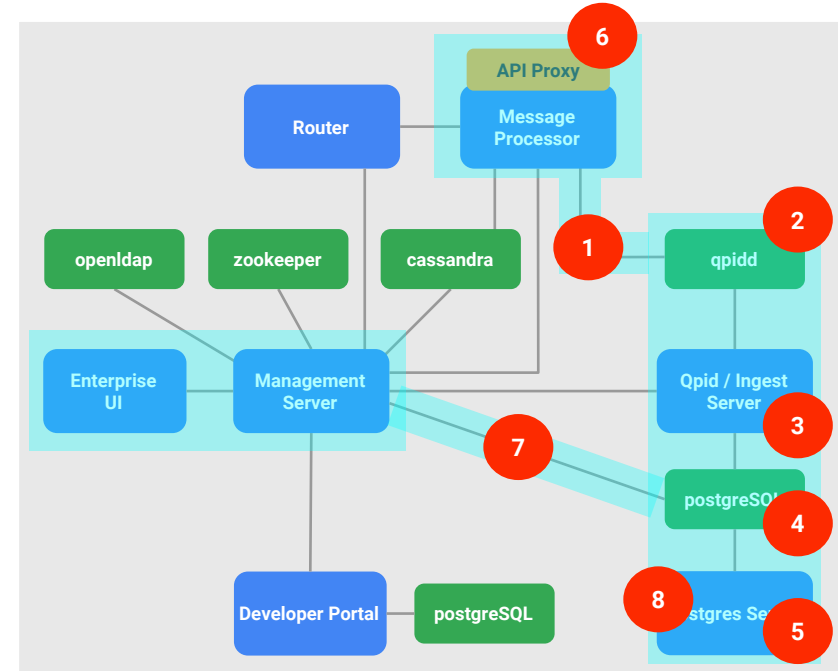
Output from all Transactions



Troubleshooting Components

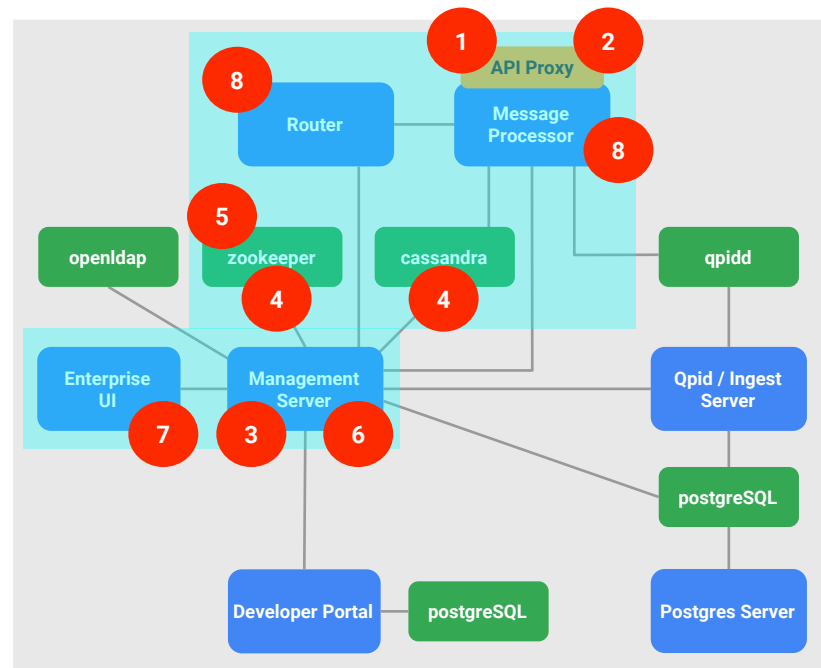
Analytics data capture, processing, visualization

1. Message Processor to Qpid connectivity problems.
2. Qpid availability, queue depth or disk allocated capacity.
3. Ingest process availability or failing.
4. PostgreSQL availability and allocated capacity.
5. Postgres Server process availability.
6. Problem capturing custom analytics variables.
7. Management Server-PostgreSQL connectivity problems.
8. Too much raw data causing causing reports timeout.



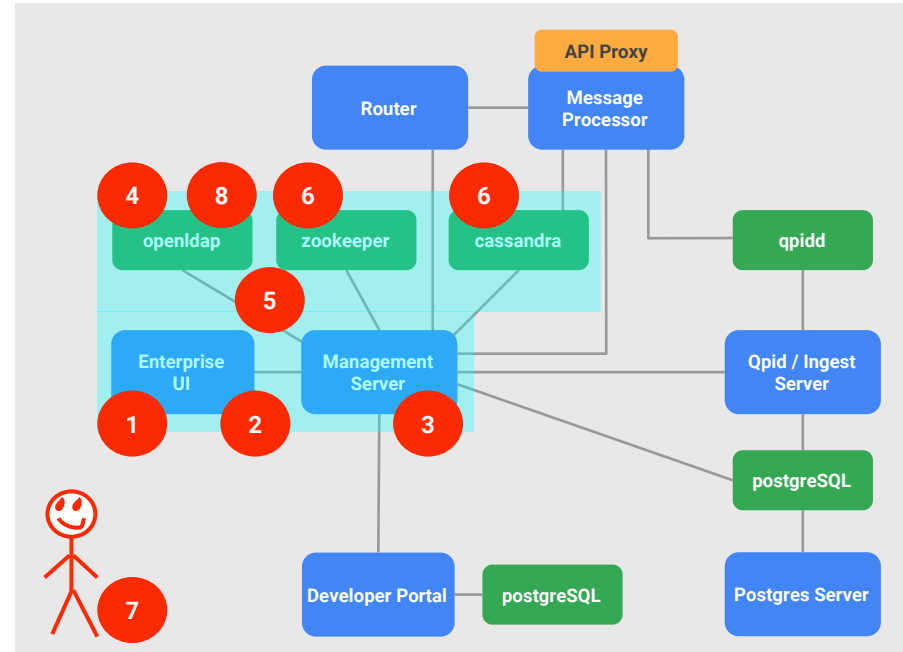
Deployment failures

1. Error on API proxy implementation.
2. API proxy bundle size.
3. Management server availability.
4. Connectivity issues between Management Server, Zookeeper or Cassandra.
5. Zookeeper cluster availability or lack of leader.
6. Missing API proxies dependencies (virtual hosts, target servers, etc).
7. Enterprise UI connectivity to Management Server.
8. R and MP state. Apigee is capable to deploy API proxy regardless of the state of these components. Configuration and code will be distributed among Rs and MPs as they become available.



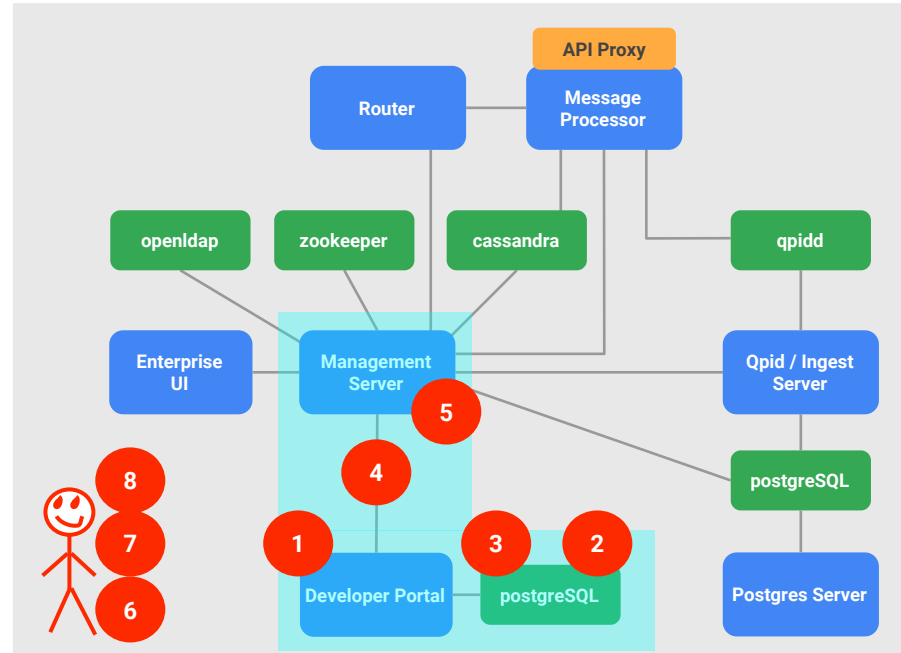
Unable to access Management API or UI

1. UI down.
2. UI unable to connect to Management Server.
3. Management Server down.
4. OpenLDAP down.
5. Management Server unable to connect to OpenLDAP.
6. Management Server unable to connect to Zookeeper or Cassandra.
7. Wrong username or password
8. User locked.



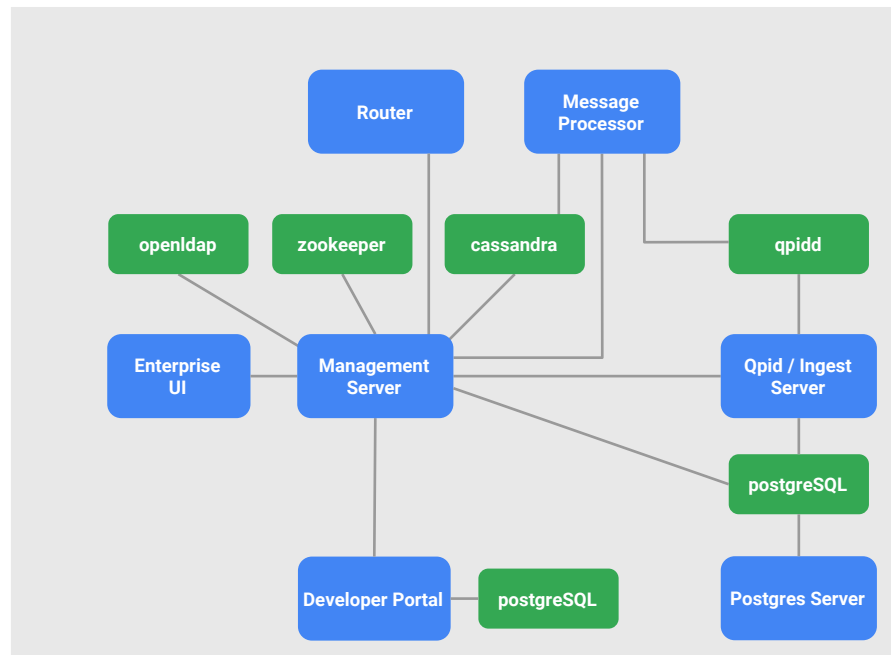
Unable to access or see data in Developer Portal

1. Developer Portal down.
2. Developer Portal data store (PostgreSQL/MySQL) down.
3. Developer Portal unable to connect to data store.
4. Developer Portal unable to connect to Management Server.
5. Management Server down.
6. Developer Portal username/password used to connect to Management Server not working.
7. Apps, Developer, or related data deleted.
8. Changes or deprecation of APIs or API products.



Component startup failure

1. Component installation problem or missing, required, configuration
2. Zookeeper down
 - Components in blue on diagram require to reach configuration for Zookeeper during boot and runtime time (i.e. configuration changes and deployment).
3. Cassandra down
 - Message Processor, Management Server and Postgres Server require to read configuration from Cassandra during boot time and runtime (i.e. configuration changes and deployment).
4. File or directory permission
5. Disk full





Thank You