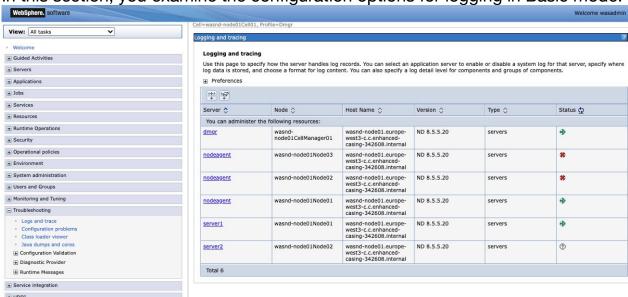
Lab 7 – Problem Determination

At the end of this exercise, you should be able to:

- Use the administrative console to configure and view log data
- Enable a server to use HPEL
- Enable tracing on application server components
- Use the HPEL Log Viewer to examine log and trace data
- Enable verbose garbage collection for an application server
- Enable memory leak detection for an application server
- Describe how IBM Support Assistant tools can be used to analyze JVM memory dumps

Section 1: Working with log files of the application server

In this section, you examine the configuration options for logging in Basic mode.



Logging and tracing

2

Logging and tracing > server1

It is recommended that you switch to High Performance Extensible Logging (HPEL) if you have no existing procedures that prevent you from taking advantage of it.

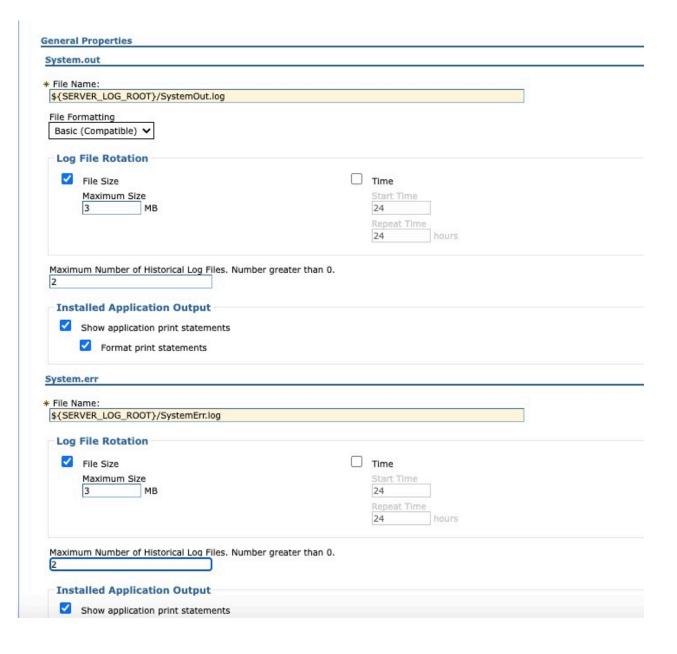
Switch to HPEL Mode

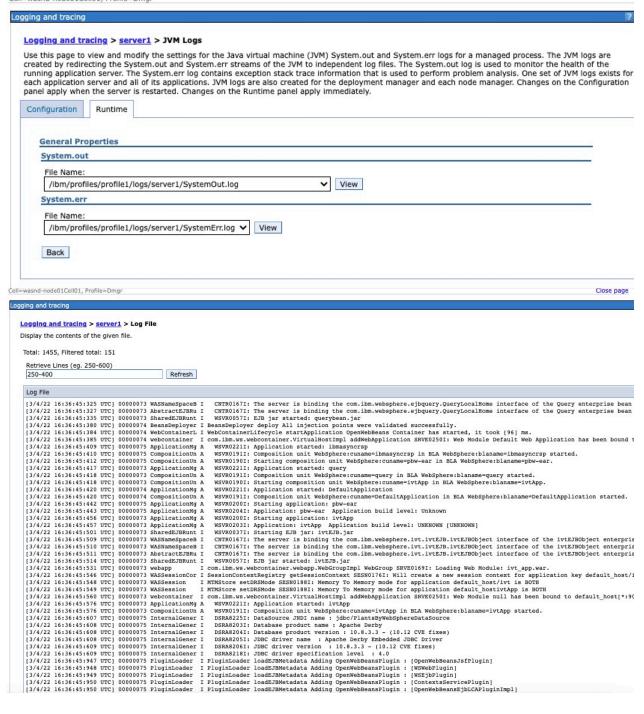
(Advised for most installations)

Use this page to select a system log to configure, or to specify a log detail level for components and groups of components. Use log levels to control which events are processed by Java logging.

General Properties

- Diagnostic Trace
- JVM Logs
- Process Logs
- IBM Service Logs
- Change log detail levels
- NCSA access and HTTP error logging







Information

The IBM service log contains both the application server messages that are written to the System.out stream and special messages that contain extended service information that you can use to analyze problems. One service log exists for all Java virtual machines (JVMs) on a node, including all application servers and their node agent, if present. A separate activity log is created for a deployment manager in its own logs directory. The IBM Service log is maintained in a binary format. Use the Log Analyzer or Showlog tool to view the IBM service log.

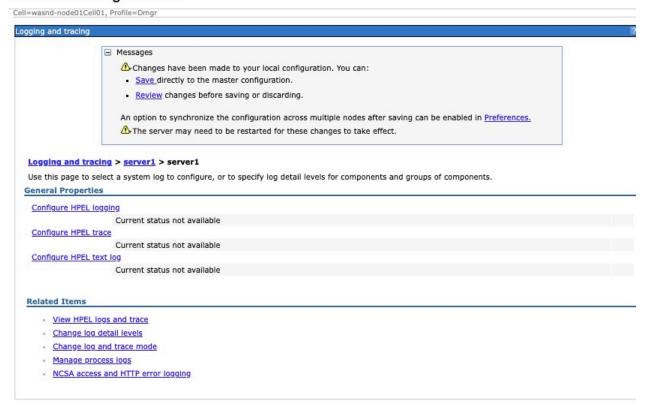
Section 2: Set up and configure HPEL

High Performance Extensible Logging (HPEL) is a new mode of logging and tracing. To take advantage of this new log and trace framework, HPEL mode must be enabled. After HPEL mode is enabled, the JVM logs (typically SystemOut.log and SystemErr.log), the trace log (typically trace.log), and the service log (typically activity.log) are no longer written to. Instead, log and trace content is written to a log data or trace data repository in a proprietary binary format and, if configured, to a text log file. By disabling the text log file, you gain the largest possible performance benefit of HPEL. A log viewing tool, Log Viewer, is provided to allow for viewing, filtering, monitoring, and formatting the log and trace data in the repositories.

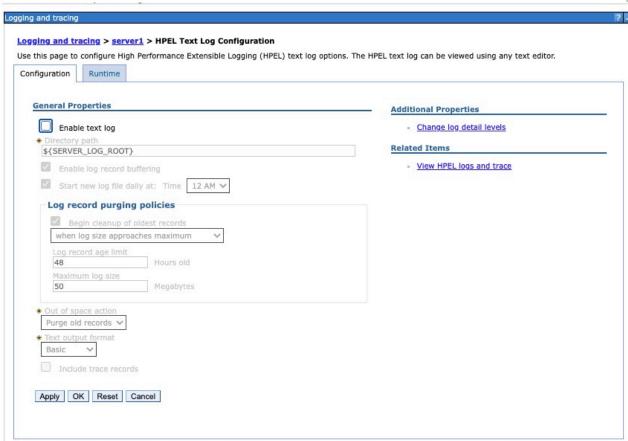
In this section, you enable HPEL mode for server1. Then, you explore and modify the log and trace configurations.

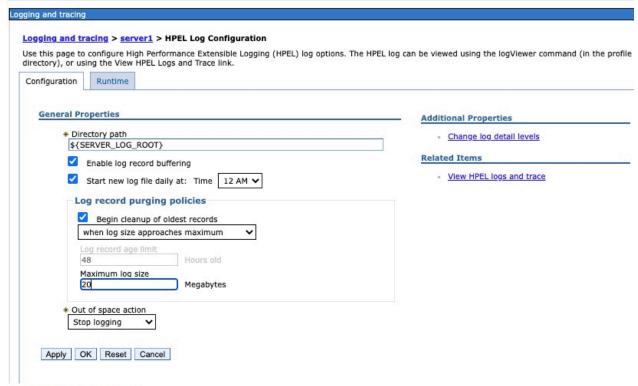
High Performance Extensible Logging (HPEL) is a new mode of logging and tracing. To take advantage of this new log and trace framework, HPEL mode must be enabled. After HPEL mode is enabled, the JVM logs (typically SystemOut.log and SystemErr.log), the trace log (typically trace.log), and the service log (typically activity.log) are no longer written to. Instead, log and trace content is written to a log data or trace data repository in a proprietary binary format and, if configured, to a text log file. By disabling the text log file, you gain the largest possible performance benefit of HPEL. A log viewing tool, Log Viewer, is provided to allow for viewing, filtering, monitoring, and formatting the log and trace data in the repositories.

In this section, you enable HPEL mode for server1. Then, you explore and modify the log and trace configurations.



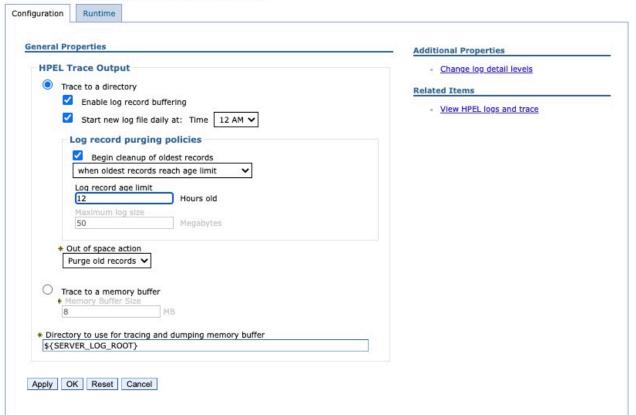
Terminal × File Edit View Search Terminal Help wasadm@wasnd-node01:/ibm/profiles/profile1/bin\$./stopServer.sh server1 -usernam e wasadmin -password web1sphere ADMU0116I: Tool information is being logged in file /ibm/profiles/profile1/logs/server1/stopServer.log ADMU0128I: Starting tool with the profile1 profile ADMU3100I: Reading configuration for server: server1 ADMU3201I: Server stop request issued. Waiting for stop status. ADMU4000I: Server server1 stop completed. wasadm@wasnd-node01:/ibm/profiles/profile1/bin\$./startServer.sh server1 ADMU0116I: Tool information is being logged in file /ibm/profiles/profile1/logs/server1/startServer.log ADMU0128I: Starting tool with the profile1 profile ADMU3100I: Reading configuration for server: server1 ADMU3200I: Server launched. Waiting for initialization status. ADMU3000I: Server server1 open for e-business; process id is 11756 wasadm@wasnd-node01:/ibm/profiles/profile1/bin\$

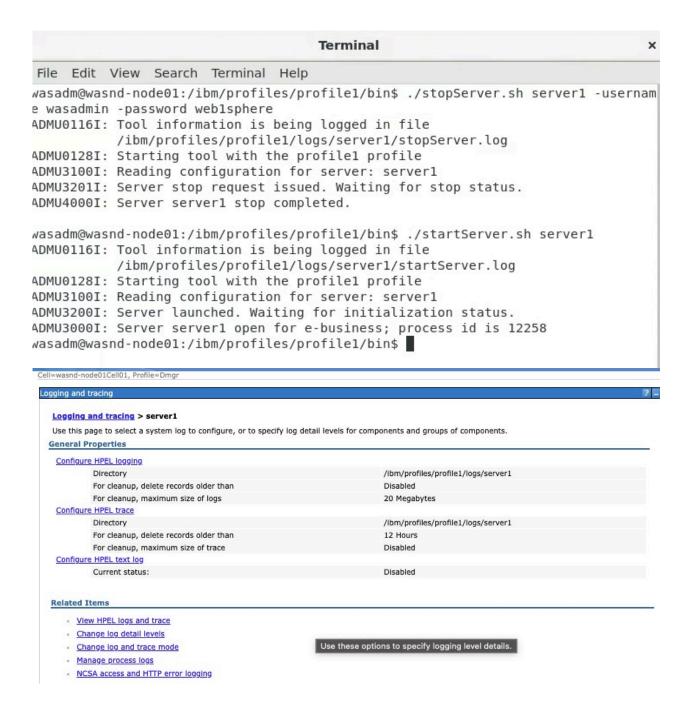




$\underline{\text{Logging and tracing}} > \underline{\text{server1}} > \text{HPEL Trace Configuration}$

Use this page to configure High Performance Extensible Logging (HPEL) trace options. The HPEL trace can be viewed using the logViewer command (in the profile bin directory), or using the View HPEL Logs and Trace link.





Section 3: Use the Log Viewer in the administrative console to examine log data and trace data

In this section, you use the Log Viewer in the administrative console to examine the log messages for an application server. You use various filtering functions to customize what log records are shown. Logging and tracing

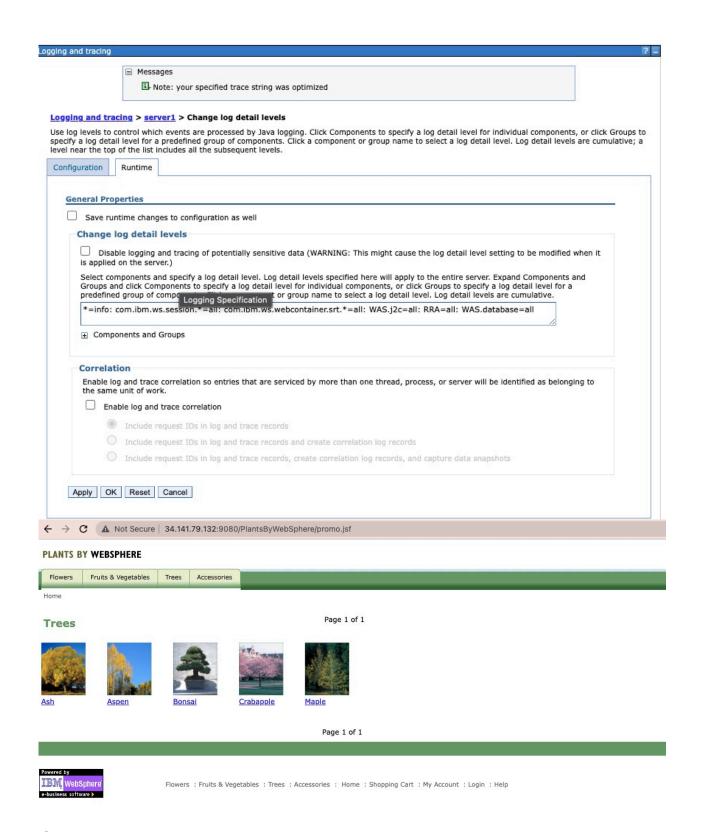
ion frame ng and tracing > server1 > Log Viewer

Use this page to view log data from the HPEL repository (group of common binary log files). You can also use this page to filter and search the repository. You can export the customized view or full repository into a compressed file.

■ Content and Filtering Details

Viewing log records from	m server insta	nce								
Number of records to	show: 20			First Page Previous Page Next Page Last Page						
TimeStamp	Thread ID	Logger	Level	Message						
3/4/22 21:22:55.019	00000001	ากagerAdmin	INFO	TRAS0017I: The startup trace state is *=info.						
3/4/22 21:22:55.020	00000001	งกลgerAdmin	INFO	TRASO111I: The message IDs that are in use are deprecated						
3/4/22 21:22:55.028	00000001	viderTracker	INFO	com.ibm.ffdc.osgi.ProviderTracker AddingService FFDC1007I: FFDC Provider Installed: com.ibm.ffdc.util.provide						
3/4/22 21:22:55.042	00000001	fig.ModelMgr	INFO	WSVR0800I: Initializing core configuration models						
3/4/22 21:22:55.198	00000001	4etaDataMgr	INFO	WSVR0179I: The runtime provisioning feature is disabled. All components will be started.						
3/4/22 21:22:55.229	00000001	viderTracker	INFO	com.ibm.ffdc.osgi.ProviderTracker AddingService FFDC1007I: FFDC Provider Installed: com.ibm.ws.ffdc.impl.Ffdc						
3/4/22 21:22:55.264	00000001	minInitializer	AUDIT	ADMN0015I: The administration service is initialized.						
3/4/22 21:22:55.415	00000001	3ServiceImpl	INFO	PLGC0057I: The plug-in configuration service started successfully.						
3/4/22 21:22:55.471	00000001	nponentImpl	INFO	CWPKI0001I: SSL service is initializing the configuration						
3/4/22 21:22:55.474	00000001	ınfigManager	INFO	CWPKI0055I: The SSL configuration is initializing.						
3/4/22 21:22:55.476	00000001	-IPSManager	INFO	CWPKI0044I: FIPS security mode is : No FIPS property found.						
3/4/22 21:22:55.476	00000001	ınfigManager		CWPKI0051I: The process has the java security property jdk.certpath.disabledAlgorithms set to [MD2, MD5, 1024, DSA keySize < 1024, EC keySize < 224]. The WebSphere Application server is setting the java security [MD2, RSA keySize < 1024, MD5].						
3/4/22 21:22:55.476	00000001	ınfigManager		CWPKI0051I: The process has the java security property jdk.tls.disabledAlgorithms set to [SSLv3, TLSv1, TLS 1024, DESede, EC keySize < 224, 3DES_EDE_CBC, anon, NULL, DES_CBC]. The WebSphere Application serve jdk.tls.disabledAlgorithms to [SSLv3, RC4, DH keySize < 768, MD5withRSA].						
3/4/22 21:22:55.477	00000001	WSKeyStore	WARNI	NI CWPKI0041W: One or more key stores are using the default password.						
3/4/22 21:22:55.481	00000001	ınfigManager	WARINI	CWPK10317W: The runtime has at least one SSL configuration that supports only weak TLSv1 or TLSv1.1 hand the configuration to use only stronger protocols such as TLSv1.2 or later. Find instructions to update your confunctions to https://www.ibm.com/support/pages/node/1077951. SSL configurations that use the weaker SSL protocols in node01Cell01].						
3/4/22 21:22:55.481	0000001	ınfigManager	WARNI	CWPKI0318W: The runtime has at least one SSL configuration that is enabled with SSL_TLSv2 which include protocols are considered weak and are disabled at some time in the future. If TLSv1 and TLSv1.1 are not ne https://www.ibm.com/support/pages/node/1077951 to enable a stronger protocol. If TLSv1 and TLSv1.1 are NI java security property jdk.tls.disabledAlgorithms or the security custom property com.lbm.websphere.jdk.tls SSL_TLSv2 protocols include: [CellDefaultSSLSettings((cell):wasnd-node01Cell01), NodeDefaultSSLSettings(node):wasnd-node01Node01), NodeDefaultSSLSettings((cell):wasnd-node01Cell01:(node):wasnd-node01Node02), NodeDefaultSSLSettings(node):wasnd-node01Node03)]						

a log o	to control which events are processed by Java logging. Click Components to specify a log detail level for individual components, or cl letail level for a predefined group of components. Click a component or group name to select a log detail level. Log detail levels are c top of the list includes all the subsequent levels.
uration	Runtime
neral	Properties
Save	runtime changes to configuration as well
Chan	ge log detail levels
	Disable logging and tracing of potentially sensitive data (WARNING: This might cause the log detail level setting to be modified when
is app	lied on the server.)
Select	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and
Select	77 - 77 - 77 - 77 - 77 - 77 - 77 - 77
Select Group prede	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and is and click Components to specify a log detail level for a
Select Group prede *=in	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and is and click Components to specify a log detail level for individual components, or click Groups to specify a log detail level for a fined group of components. Click a component or group name to select a log detail level. Log detail levels are cumulative. fo: com.ibm.ws.session.*=all: com.ibm.ws.webcontainer.srt.*=all: WAS.j2c=all: RRA=all: WAS.database=all
Select Group prede *=in	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and is and click Components to specify a log detail level for individual components, or click Groups to specify a log detail level for a fined group of components. Click a component or group name to select a log detail level. Log detail levels are cumulative.
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Select Group prede *=in	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and is and click Components to specify a log detail level for individual components, or click Groups to specify a log detail level for a fined group of components. Click a component or group name to select a log detail level. Log detail levels are cumulative. fo: com.ibm.ws.session.*=all: com.ibm.ws.webcontainer.srt.*=all: WAS.j2c=all:RRA=all: WAS.database=all imponents and Groups elation le log and trace correlation so entries that are serviced by more than one thread, process, or server will be identified as belonging to ame unit of work.
Select Group prede *=in	components and specify a log detail level. Log detail levels specified here will apply to the entire server. Expand Components and is and click Components to specify a log detail level for individual components, or click Groups to specify a log detail level for a fined group of components. Click a component or group name to select a log detail level. Log detail levels are cumulative. fo: com.ibm.ws.session.*=all: com.ibm.ws.webcontainer.srt.*=all: WAS.j2c=all: RRA=all: WAS.database=all imponents and Groups belog and trace correlation so entries that are serviced by more than one thread, process, or server will be identified as belonging to ame unit of work. Enable log and trace correlation



Section 4: Enable tracing for an application server and view trace data from the Log Viewer

In this section, you configure tracing on the session management components of server1. Use the PlantsByWebSphere application to generate trace data, and view the trace data in the Log Viewer.

Section 5: Enable cross-component trace (XCT)

In this section, you learn how to enable cross-component trace (XCT) for an application server. You also examine the request IDs and other data that XCT provides in the server logs.

Include request IDs and trace records and create correlation log records
This setting enables XCT to include request IDs in log and trace files when you
want to see which log and trace entries, in all threads and application server
processes, are related to the same request. Request IDs are recorded only when
using HPEL log and trace mode and can be seen or used for filtering when using
the logViewer command.

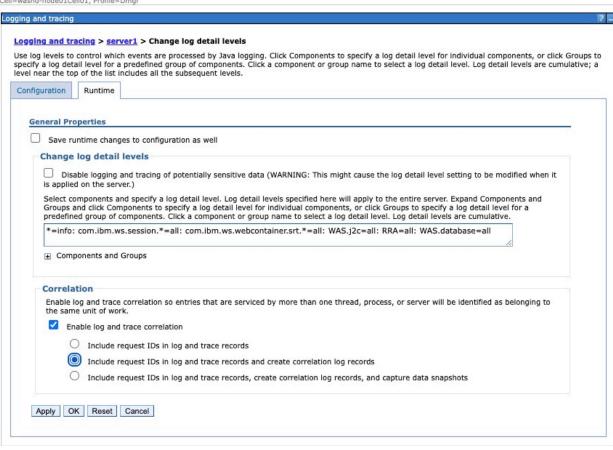
In addition, XCT creates correlation log records when you want to log how requests branch between threads and processes, and see extra information about each request.

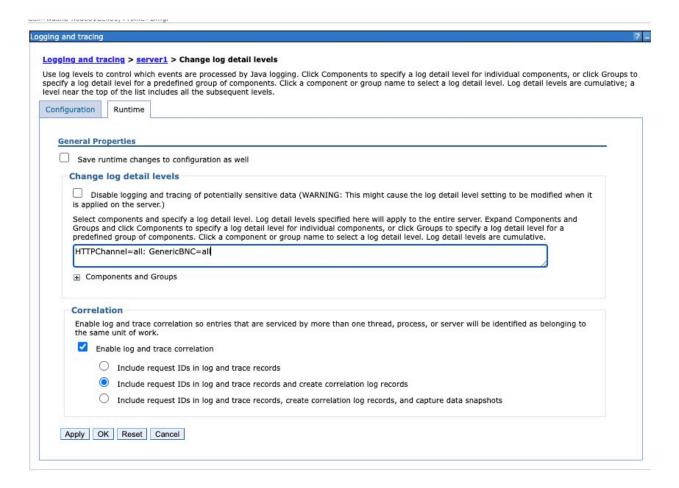
Warning: Enabling XCT to create correlation log records might have a significant performance cost on your system, so is best suited to test and development environments.

IBM Cross Component Trace Log Viewer

Available in the IBM Support Assistant, IBM WebSphere Cross Component Trace Log Viewer provides enhanced log file views for logs that are augmented with Cross Component Trace correlation log records. Logs can be displayed in flat or hierarchical layouts, and multiple logs can be loaded and viewed simultaneously with log entries related to each request conveniently grouped.

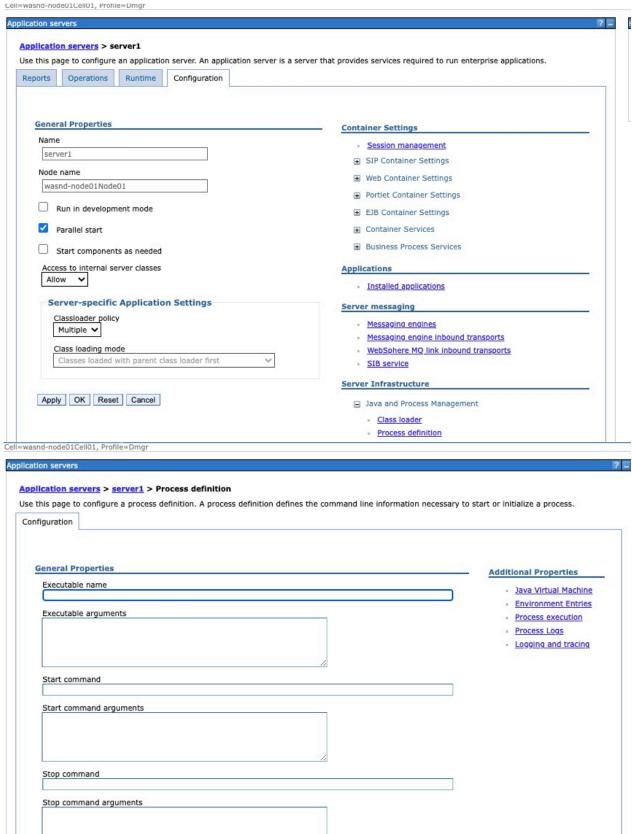
Cell=wasnd-node01Cell01, Profile=Dmgr

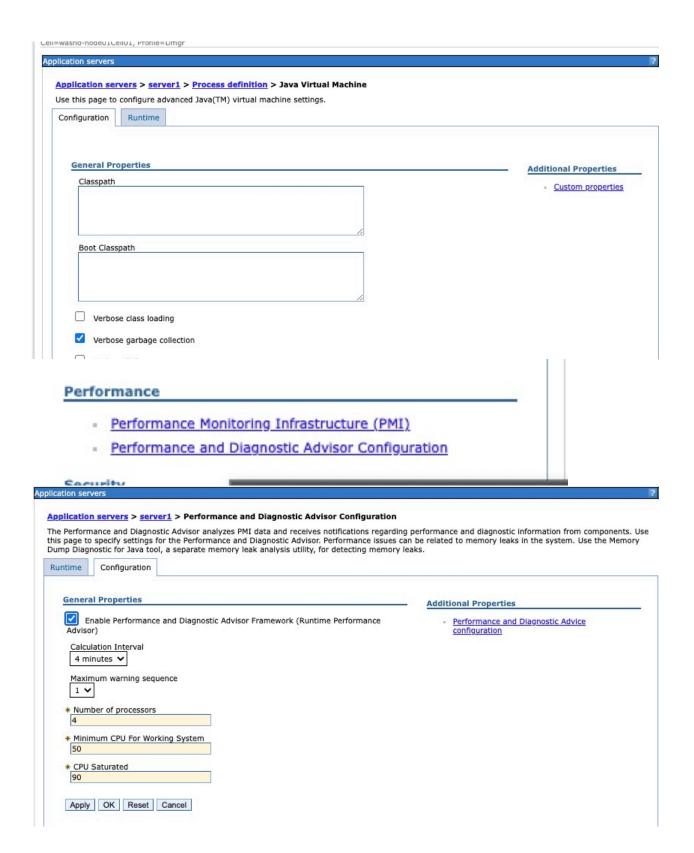




Section 6: Collecting JVM data

There are several common JVM-related problems such as hung threads, memory leaks, and out-of-memory conditions. This section shows you how to collect diagnostic data to help troubleshoot these problems. First, you install an example application that is written to illustrate several JVM-related problems.





Enable Perform	ance	and Diagnostic Advisor Fram	ework								
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	Serial Reuse Violation Diagnostic Alert Session Cache Size with Overflow Disabled Session Cache Size with Overflow Enabled Persisted Session Size Persisted Session Time Unbounded Web Container Thread Pool		J2C Connection Manager	Diagnostic		High		*			
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wasadm@wasnd-node01:/ibm/profiles/profile1/bin$ ./stopServer.sh server1 -usernam
e wasadmin -password web1sphere
ADMU0116I: Tool information is being logged in file
           /ibm/profiles/profile1/logs/server1/stopServer.log
ADMU0128I: Starting tool with the profile1 profile
ADMU3100I: Reading configuration for server: server1
ADMU3201I: Server stop request issued. Waiting for stop status.
ADMU4000I: Server server1 stop completed.
wasadm@wasnd-node01:/ibm/profiles/profile1/bin$ ./startServer.sh server1
ADMU0116I: Tool information is being logged in file
           /ibm/profiles/profile1/logs/server1/startServer.log
ADMU0128I: Starting tool with the profile1 profile
ADMU3100I: Reading configuration for server: server1
ADMU3200I: Server launched. Waiting for initialization status.
ADMU3000I: Server server1 open for e-business; process id is 13833
wasadm@wasnd-node01:/ibm/profiles/profile1/bin$
                                    Terminal
                                                                               ×
File Edit View Search Terminal Help
wasadm@wasnd-node01:/ibm/profiles/profile1/bin$ ./logViewer.sh -monitor
MANA DIADIE IDM COM/PIADIES MAYONS DOGO DIO DO DE
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File Edit View Search Terminal Help
wasadm@wasnd-node01:/ibm/profiles/profile1/bin$ ./logViewer.sh -monitor
Using /ibm/profiles/profile1/logs/server1 as repository directory.
```

Section 7: Clean up server1

The last section concludes the active exercise. The next section is read-only. Follow these steps to clean up server1 and uninstall the BadApp application.