

EMC ISILON CUSTOMER TROUBLESHOOTING GUIDE

TROUBLESHOOT PROBLEMS WITH ACCESSING OR LOGGING IN TO THE INSIGHTIQ WEB ADMINISTRATION INTERFACE

Abstract

This guide helps you troubleshoot problems with accessing or logging in to the InsightIQ web administration interface.

December 28, 2015

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Follow all of these steps, in order, until you reach a resolution.

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Before you begin



CAUTION!

If the node, subnet, or pool that you are working on goes down during the course of troubleshooting and you do not have any other way to connect to the cluster, you could experience data unavailability.

Therefore, make sure that you have more than one way to connect to the cluster before you start this troubleshooting process. The best method is to have a serial cable available. This way, if you are unable to connect through the network, you will still be able to connect to the cluster physically.

For specific requirements and instructions for making a physical connection to the cluster, see [article 16744](#) on the EMC Online Support site.

Before you begin troubleshooting, confirm that you can connect through either another subnet or pool, or that you have physical access to the cluster.

Configure logging through SSH

We recommend configuring screen logging to log all session input and output on both the Isilon cluster and the InsightIQ server instance during your troubleshooting session. These log files can be shared with EMC Isilon Technical Support if you require assistance at any point during troubleshooting.

Configure logging on the Isilon cluster

Note: The screen session capability does not work in OneFS 7.1.0.6 and 7.1.1.2. If you are running either of these versions, please configure logging using your local SSH client's logging feature.

1. Open an SSH connection to the cluster and log in using the root account. Note: If the cluster is in compliance mode, use the compadmin account to log in. All compadmin commands must be preceded by the `sudo` prefix.

2. Change the directory to `/ifs/data/Isilon_Support` by running:

```
cd /ifs/data/Isilon_Support
```

3. Run the following command to capture all input and output of the session :

```
screen -L
```

This will create a file called `screenlog.0` that will be appended to during your session.

4. Perform troubleshooting.

Configure logging on the InsightIQ server instance

1. Open an SSH connection to the InsightIQ server instance and log in using the administrator account.

2. Run the following command to capture all input and output of the session :

```
screen -L
```

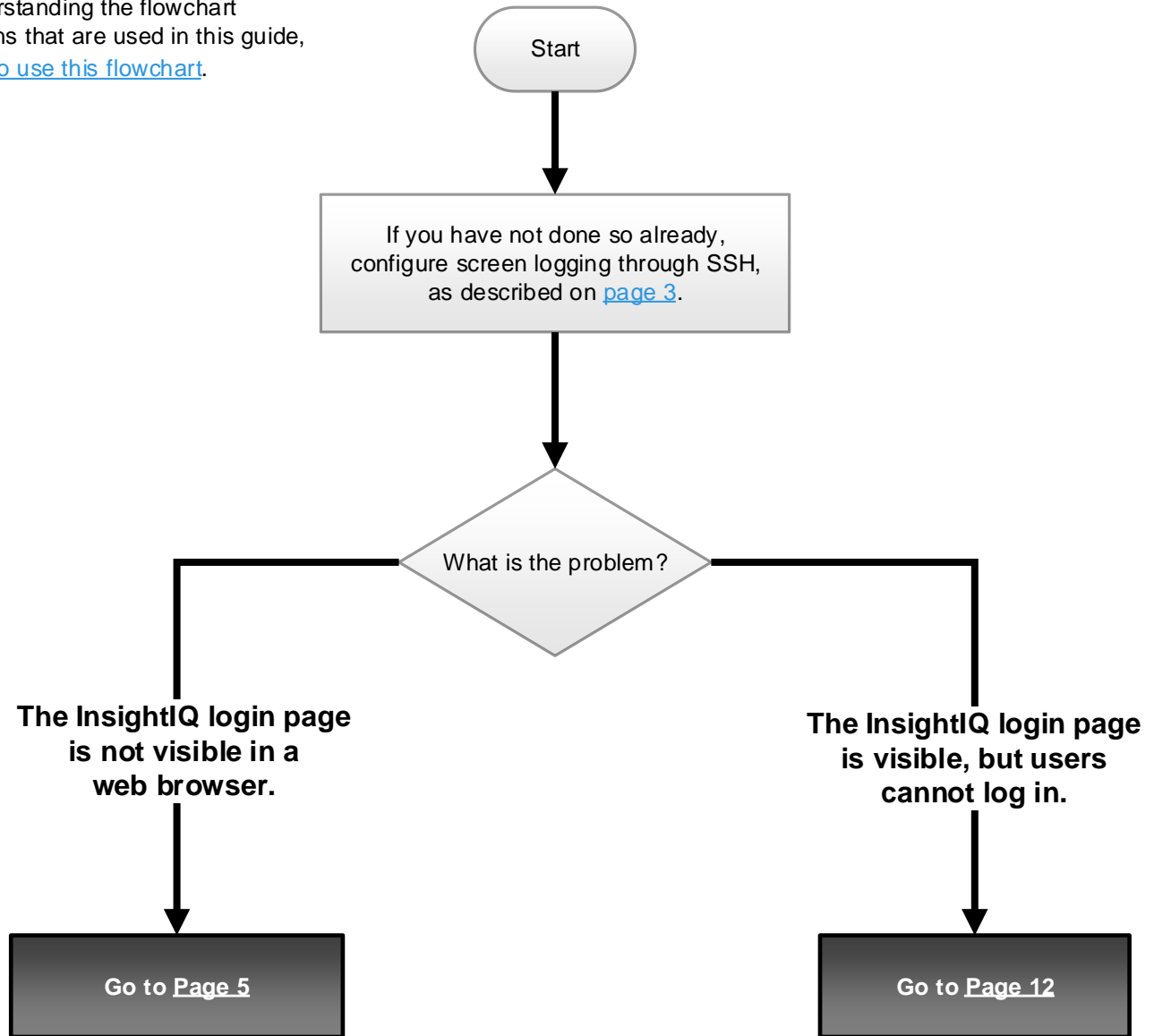
This will create a file called `screenlog.0` that will be appended to during your session.

3. Perform troubleshooting.

Start troubleshooting

Introduction

Start troubleshooting here. If you need help understanding the flowchart conventions that are used in this guide, see [How to use this flowchart](#).



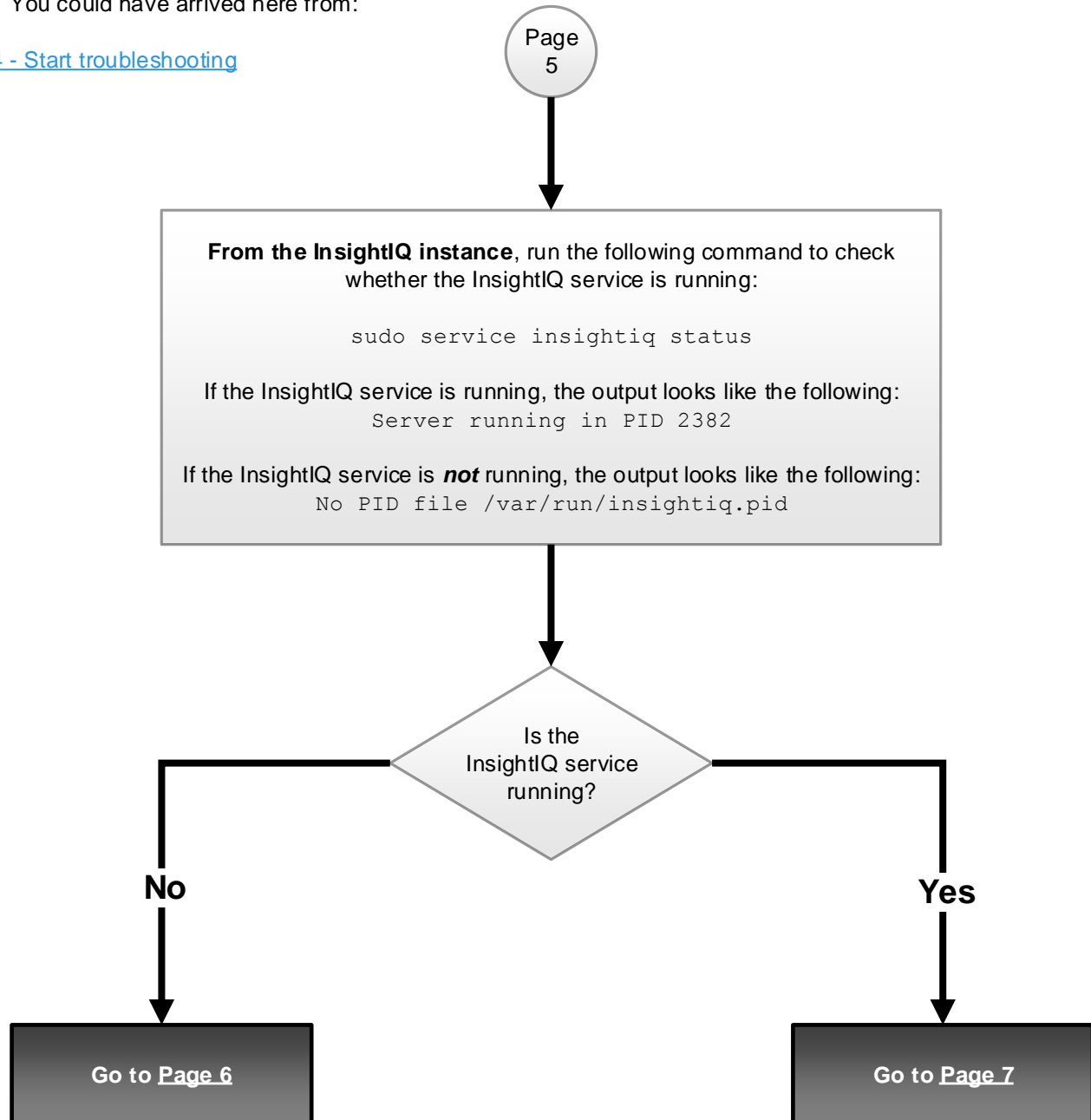
The InsightIQ login page is not visible in a web browser

Check whether the InsightIQ service is running



You could have arrived here from:

- [Page 4 - Start troubleshooting](#)



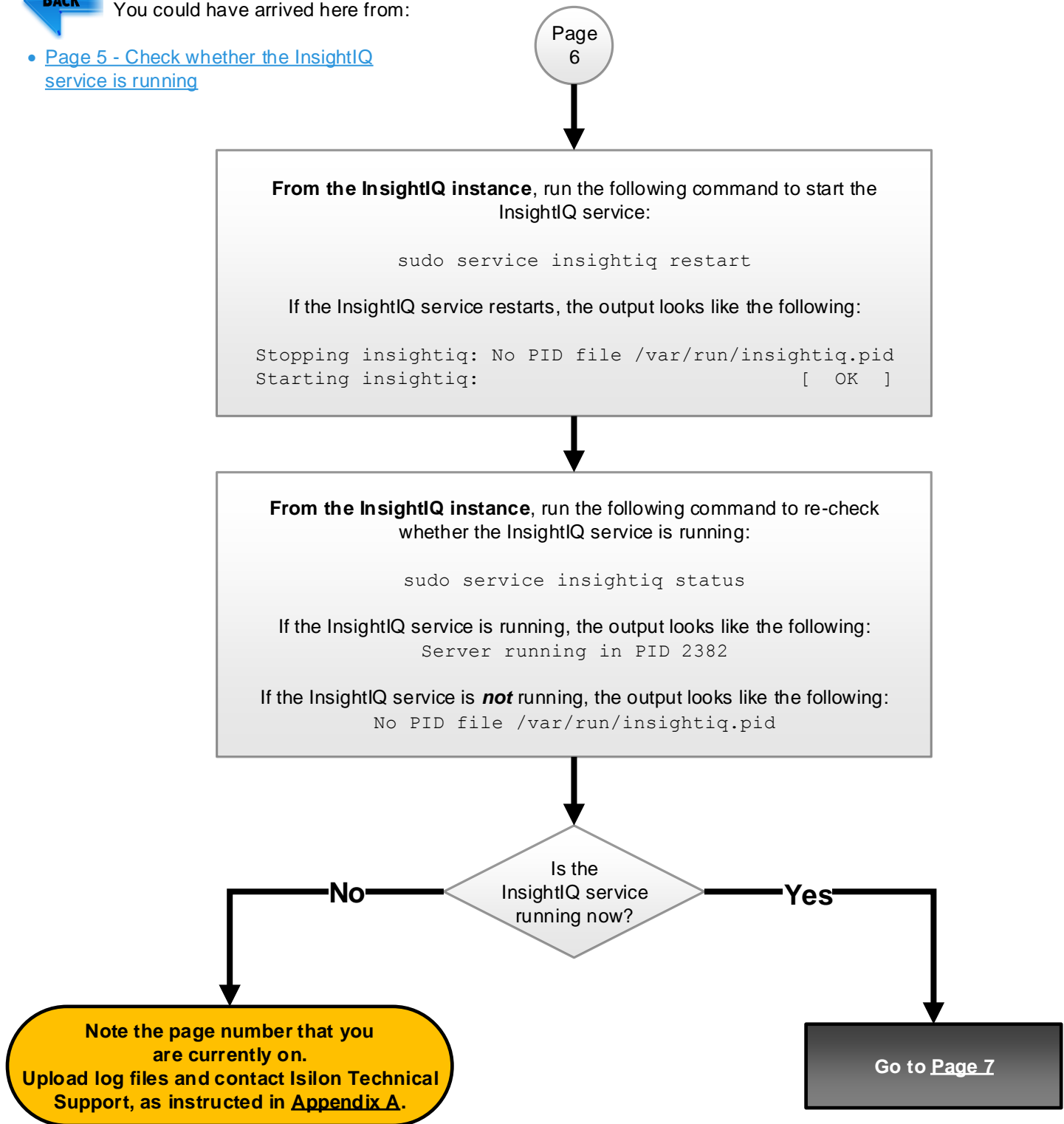
The InsightIQ login page is not visible in a web browser (2)

Check whether the InsightIQ service is running (2)



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The InsightIQ login page is not visible in a web browser (3)

Check whether the InsightIQ service is listening



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- [Page 5 - Check whether the InsightIQ service is running](#)
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From the InsightIQ host, run the following command to check whether the InsightIQ service is listening:

```
netstat -aln | grep ":443"
```

If the service is listening, the output looks similar to the following and includes the word **LISTEN**:

```
tcp 0 0 0.0.0.0:443 0.0.0.0:* LISTEN
```

Is the
InsightIQ service
listening?

No

Yes

Note the page number that you are currently on.
Upload log files and contact Isilon Technical Support, as instructed in [Appendix A](#).

Go to [Page 8](#)

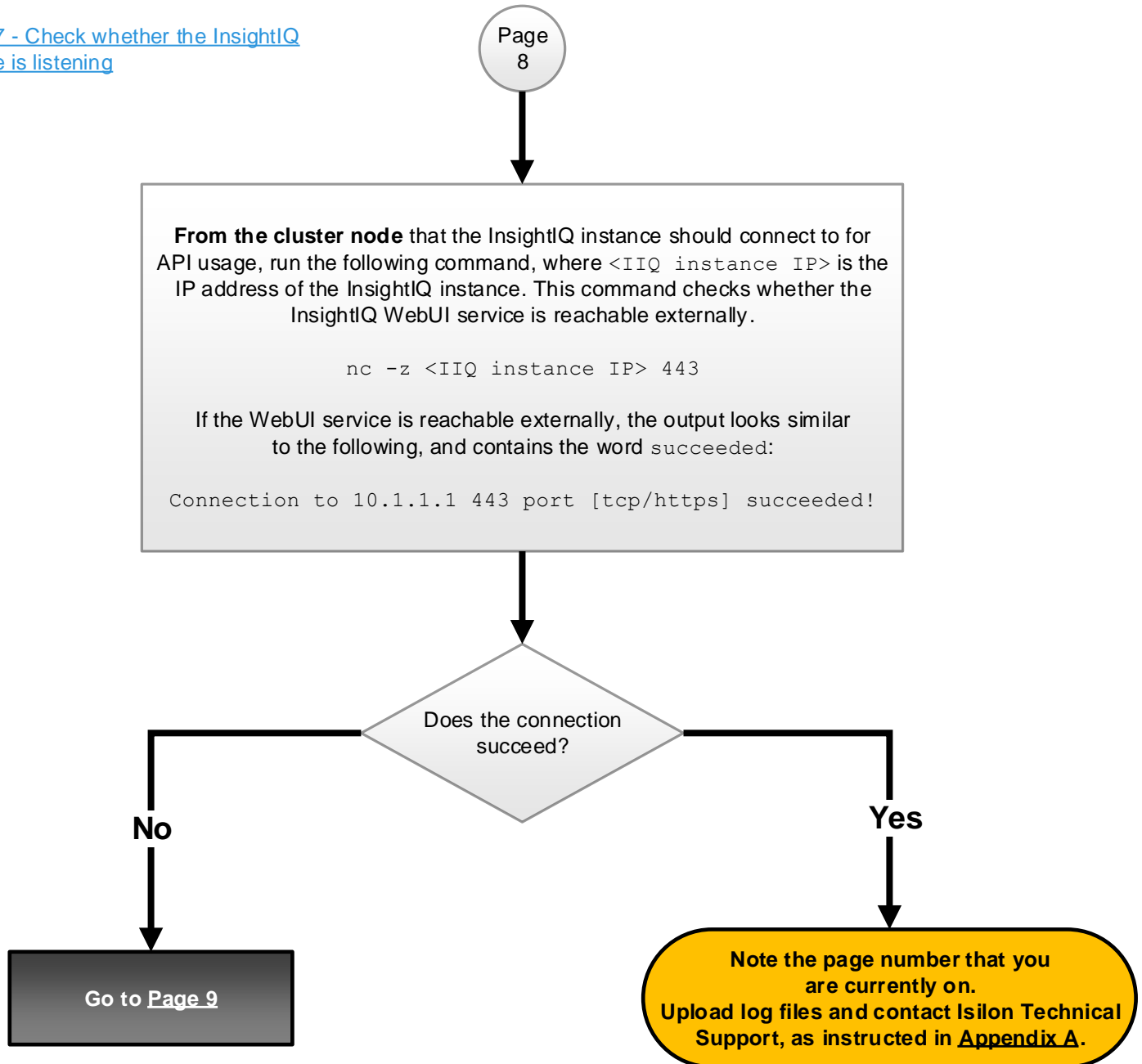
The InsightIQ login page is not visible in a web browser (4)

Check whether the InsightIQ WebUI service is reachable externally



You could have arrived here from:

- [Page 7 - Check whether the InsightIQ service is listening](#)



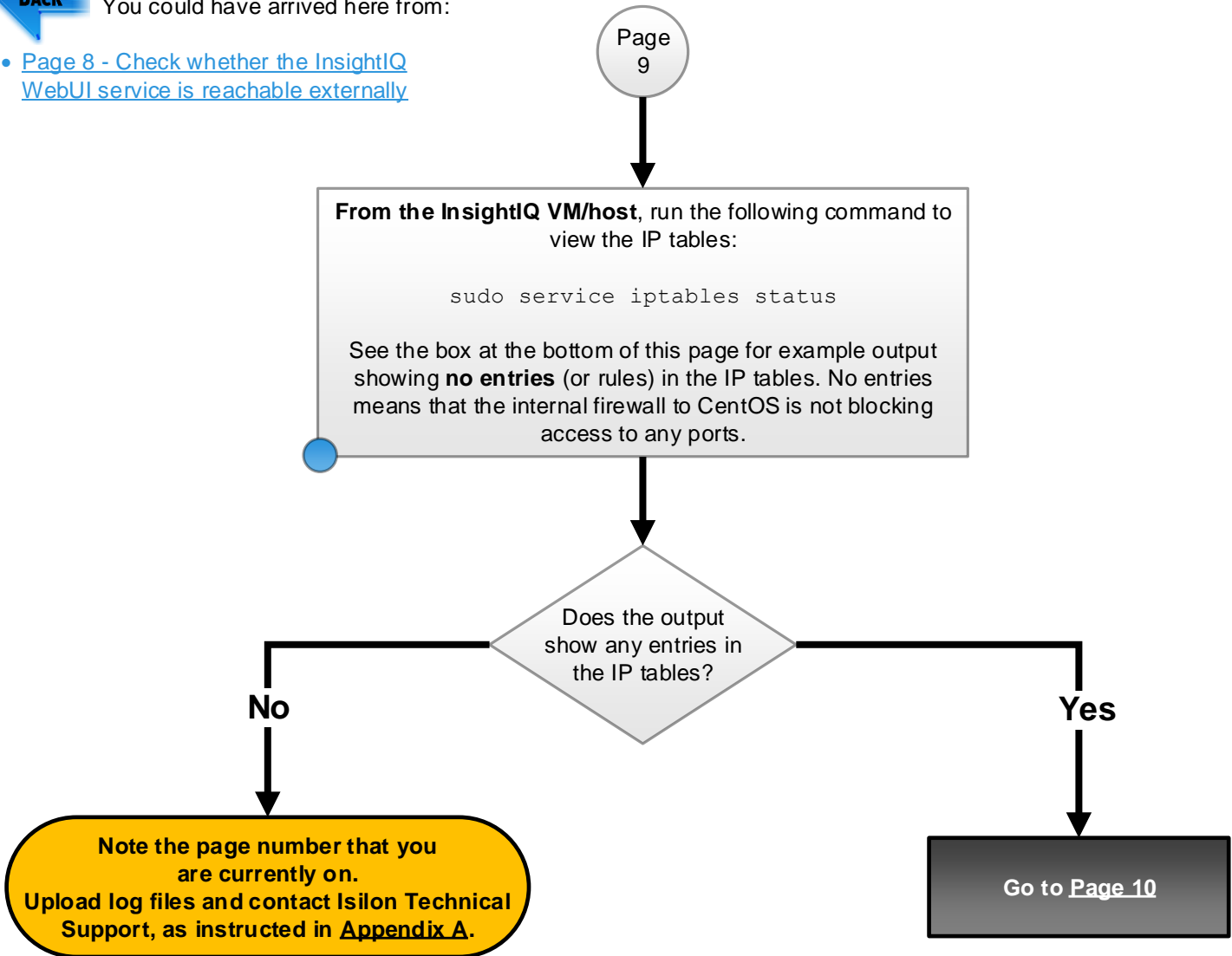
The InsightIQ login page is not visible in a web browser (5)

Check whether the InsightIQ WebUI service is reachable externally (2)



You could have arrived here from:

- [Page 8 - Check whether the InsightIQ WebUI service is reachable externally](#)



Example of no entries in the output of the `sudo service iptables status` command

```
[root@localhost ~]# sudo service iptables status
Chain INPUT (policy ACCEPT)
target     prot opt source                destination

Chain FORWARD (policy ACCEPT)
target     prot opt source                destination

Chain OUTPUT (policy ACCEPT)
target     prot opt source                destination
```

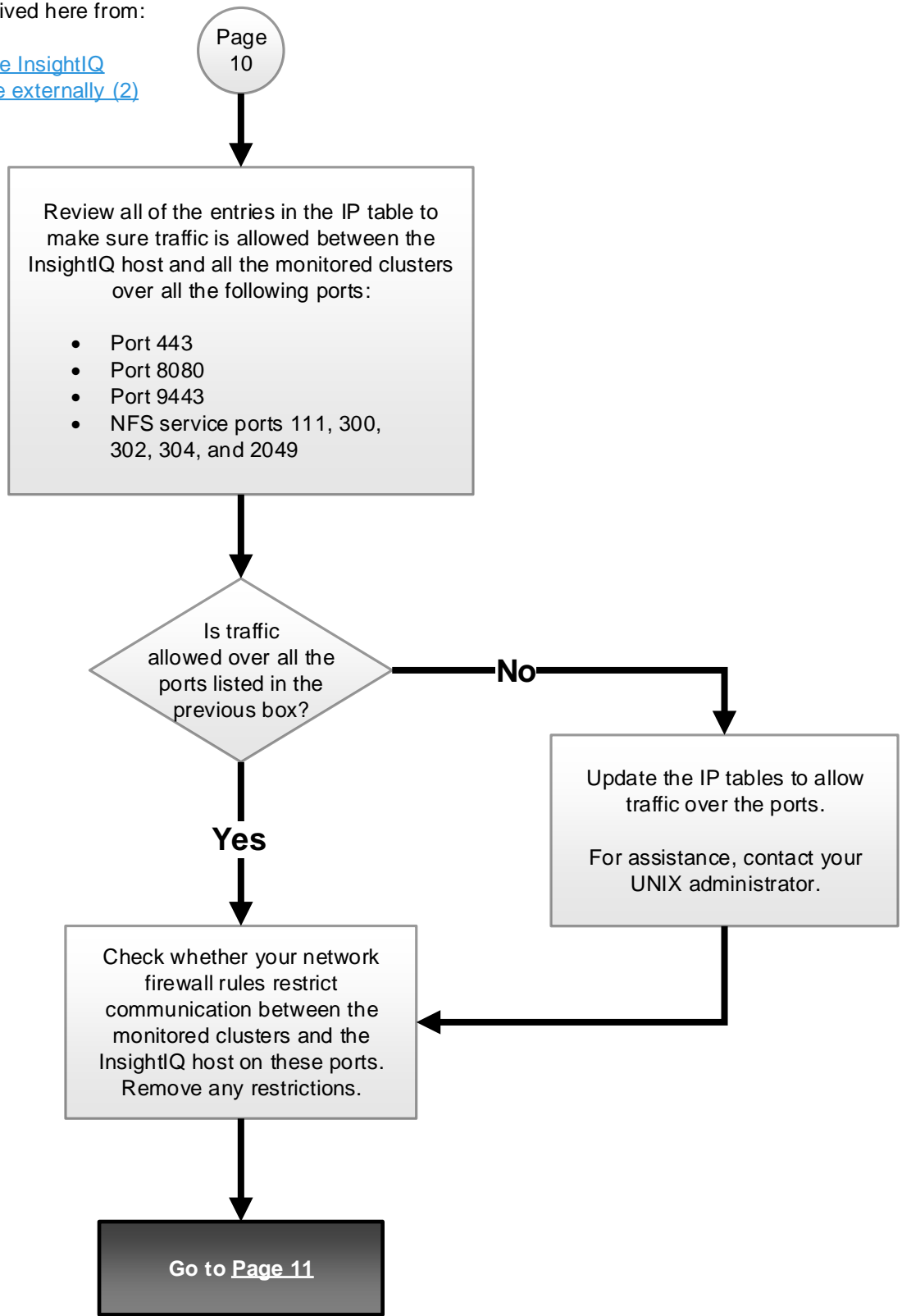
The InsightIQ login page is not visible in a web browser (6)

Check whether the InsightIQ WebUI service is reachable externally (3)



You could have arrived here from:

- [Page 9 - Check whether the InsightIQ WebUI service is reachable externally \(2\)](#)



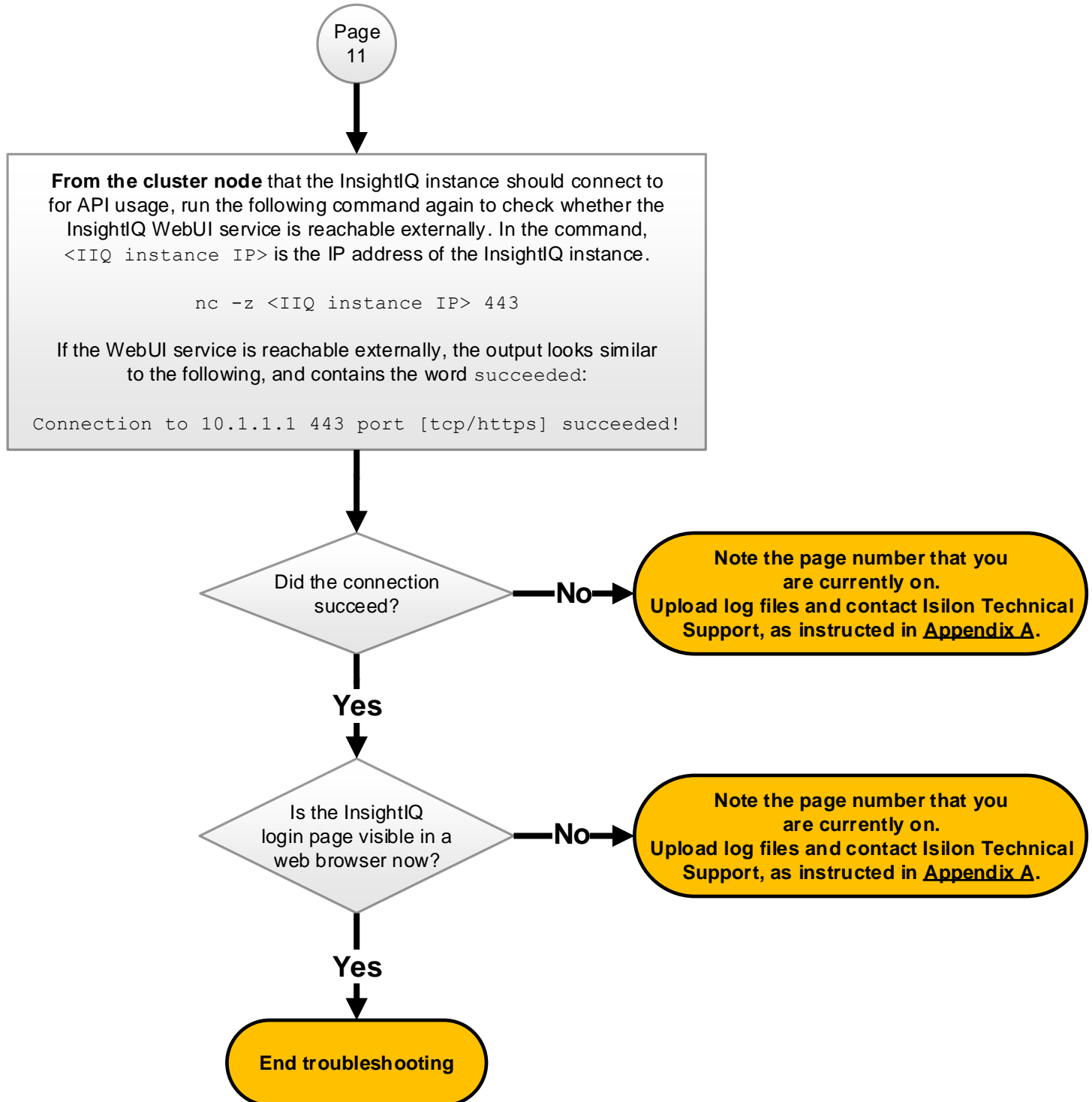
The InsightIQ login page is not visible in a web browser (7)

Check whether the InsightIQ WebUI service is reachable externally (4)



You could have arrived here from:

- [Page 10 - Check whether the InsightIQ WebUI service is reachable externally \(3\)](#)



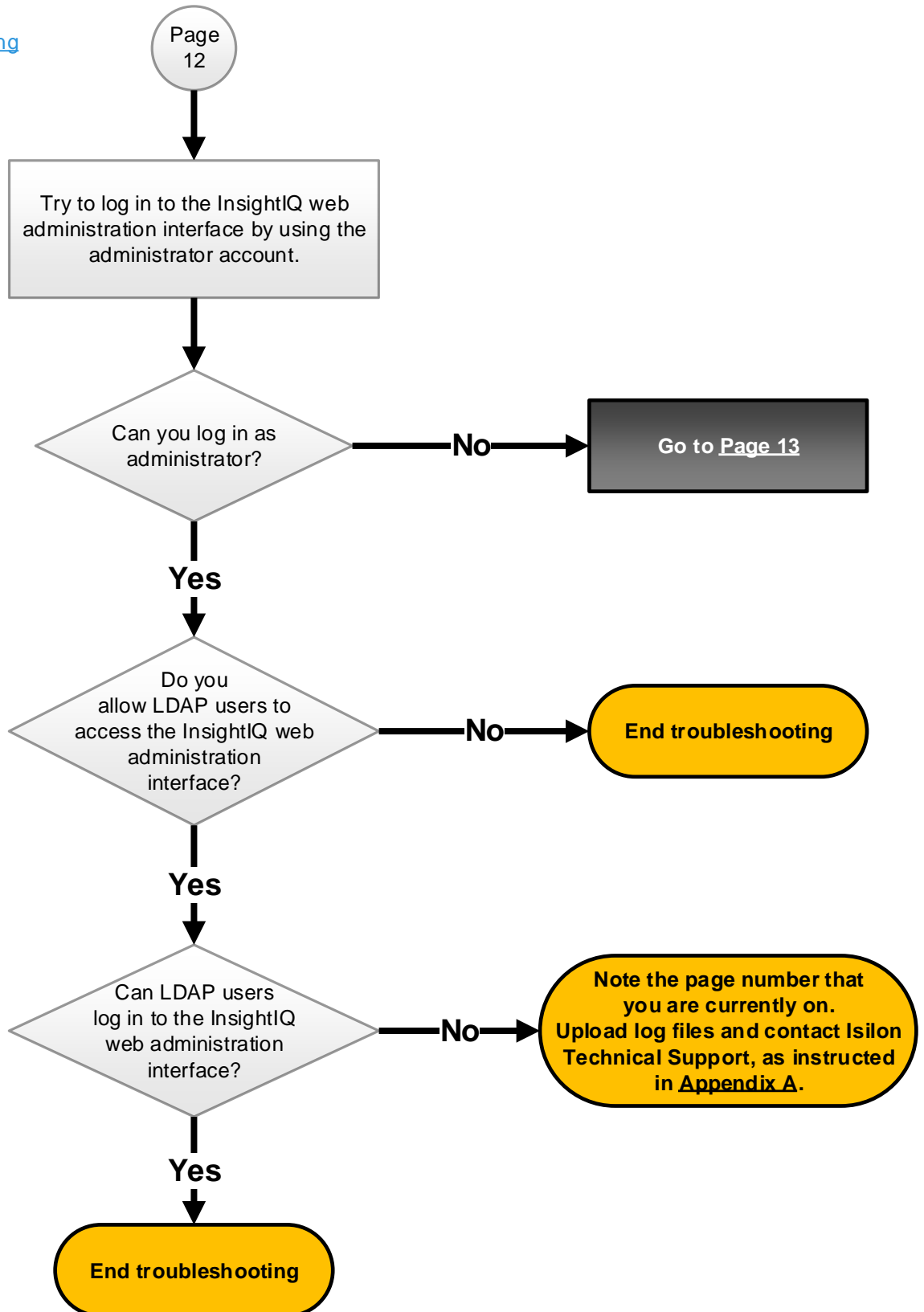
The InsightIQ login page is visible, but users cannot log in

Try to log in as administrator



You could have arrived here from:

- [Page 4 - Start troubleshooting](#)



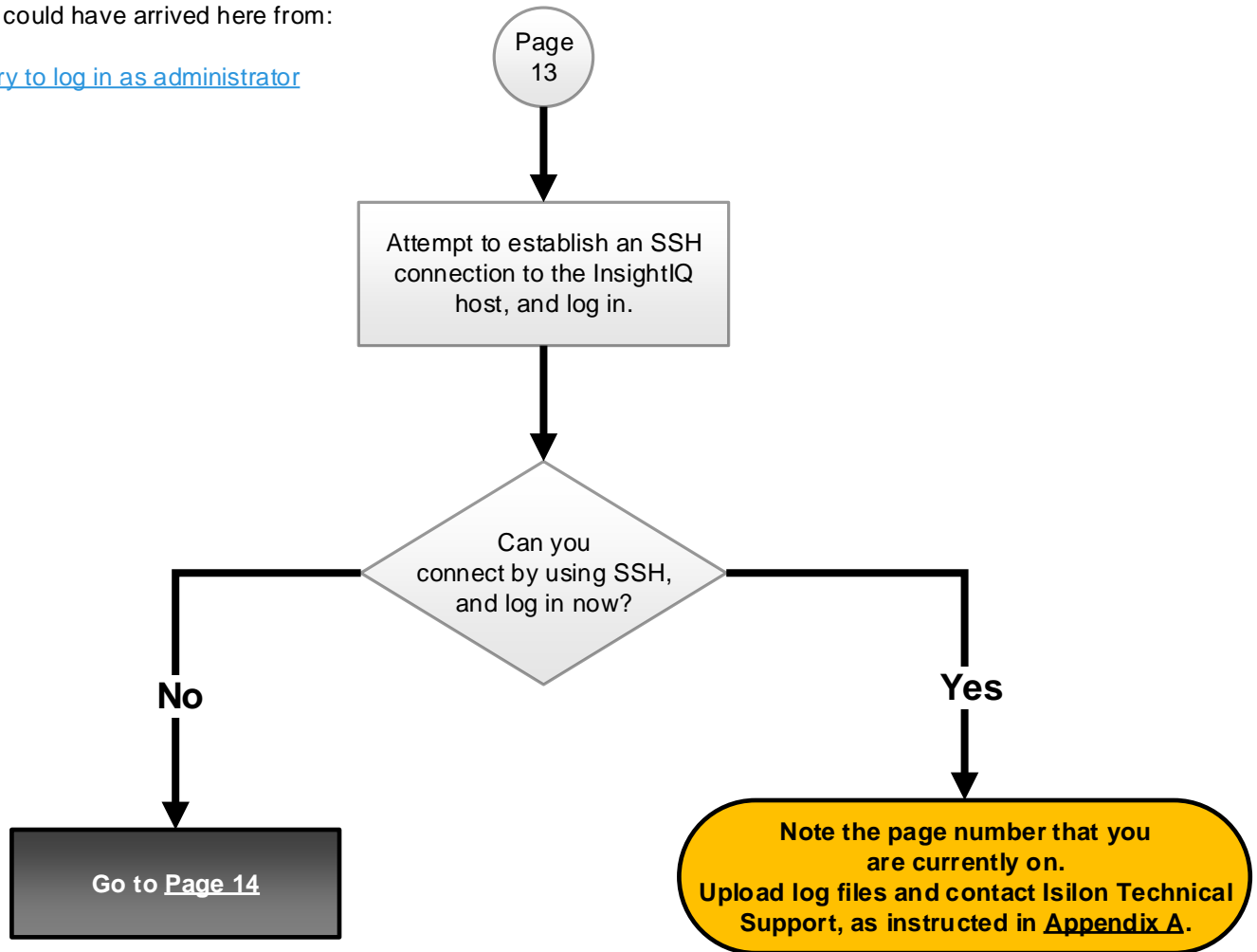
The InsightIQ login page is visible, but users cannot log in (2)

Try to log in by using SSH



You could have arrived here from:

- [Page 12 - Try to log in as administrator](#)



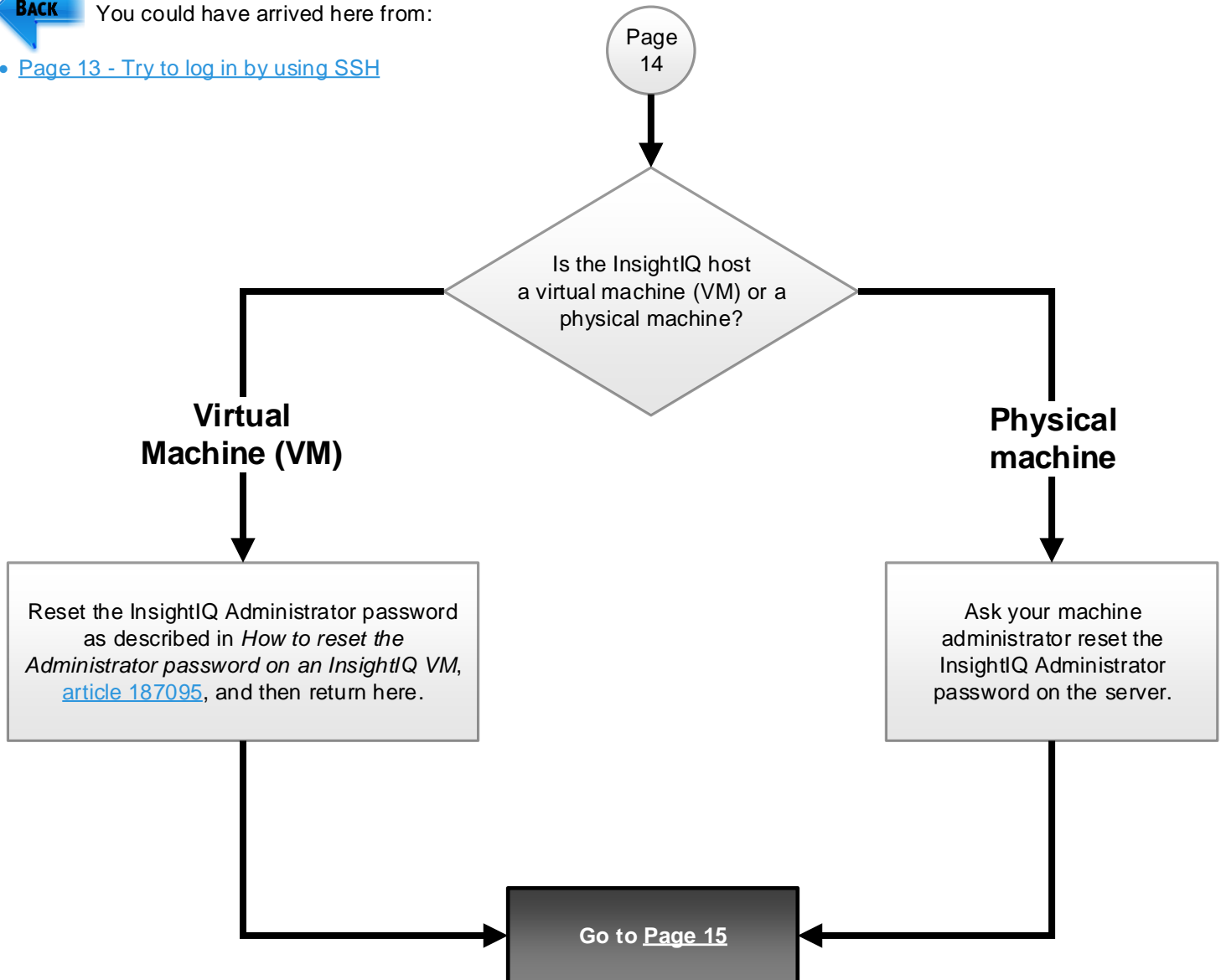
The InsightIQ login page is visible, but users cannot log in (3)

Try to log in by using SSH (2)



You could have arrived here from:

- [Page 13 - Try to log in by using SSH](#)



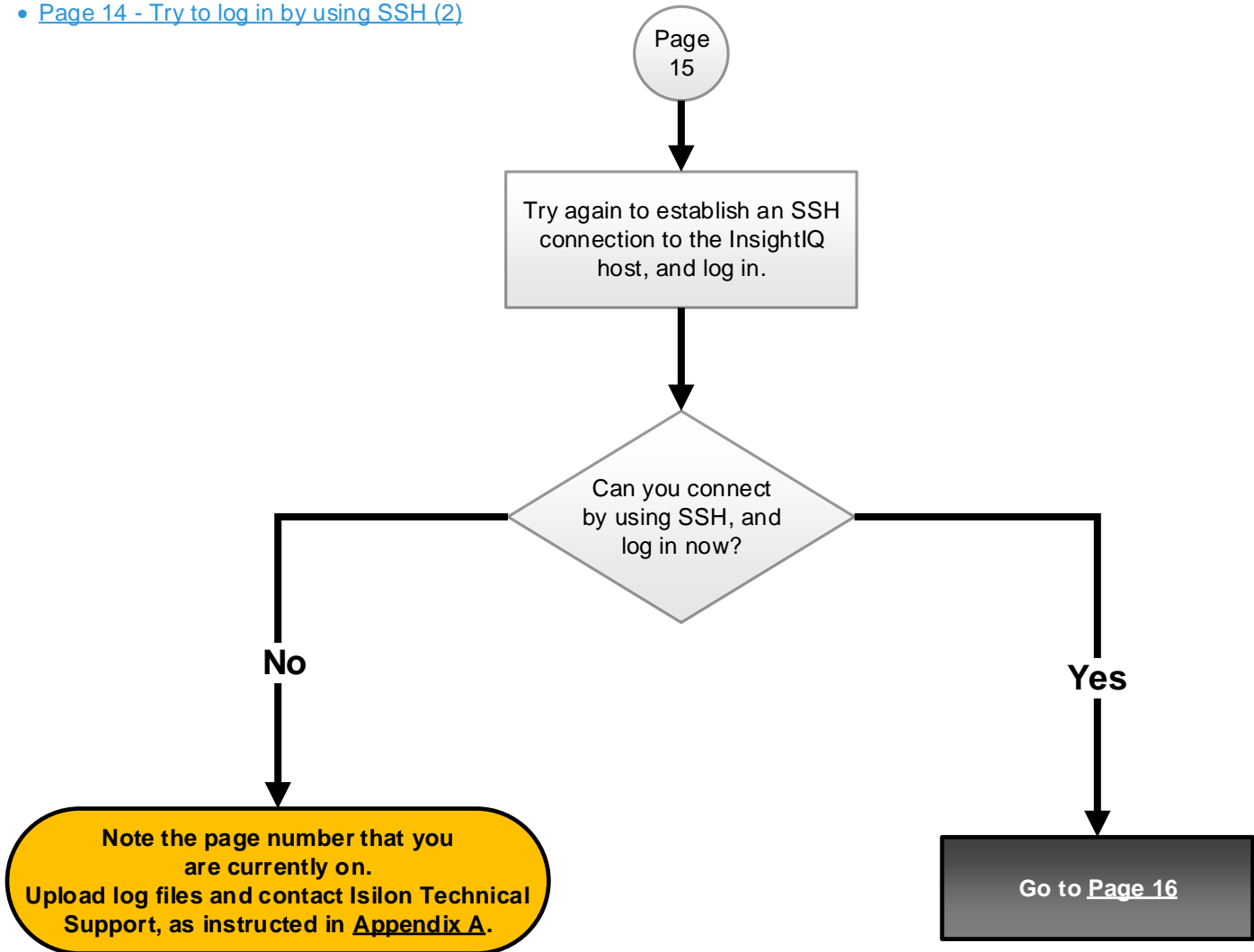
The InsightIQ login page is visible, but users cannot log in (4)

Try to log in by using SSH (3)



You could have arrived here from:

- [Page 14 - Try to log in by using SSH \(2\)](#)



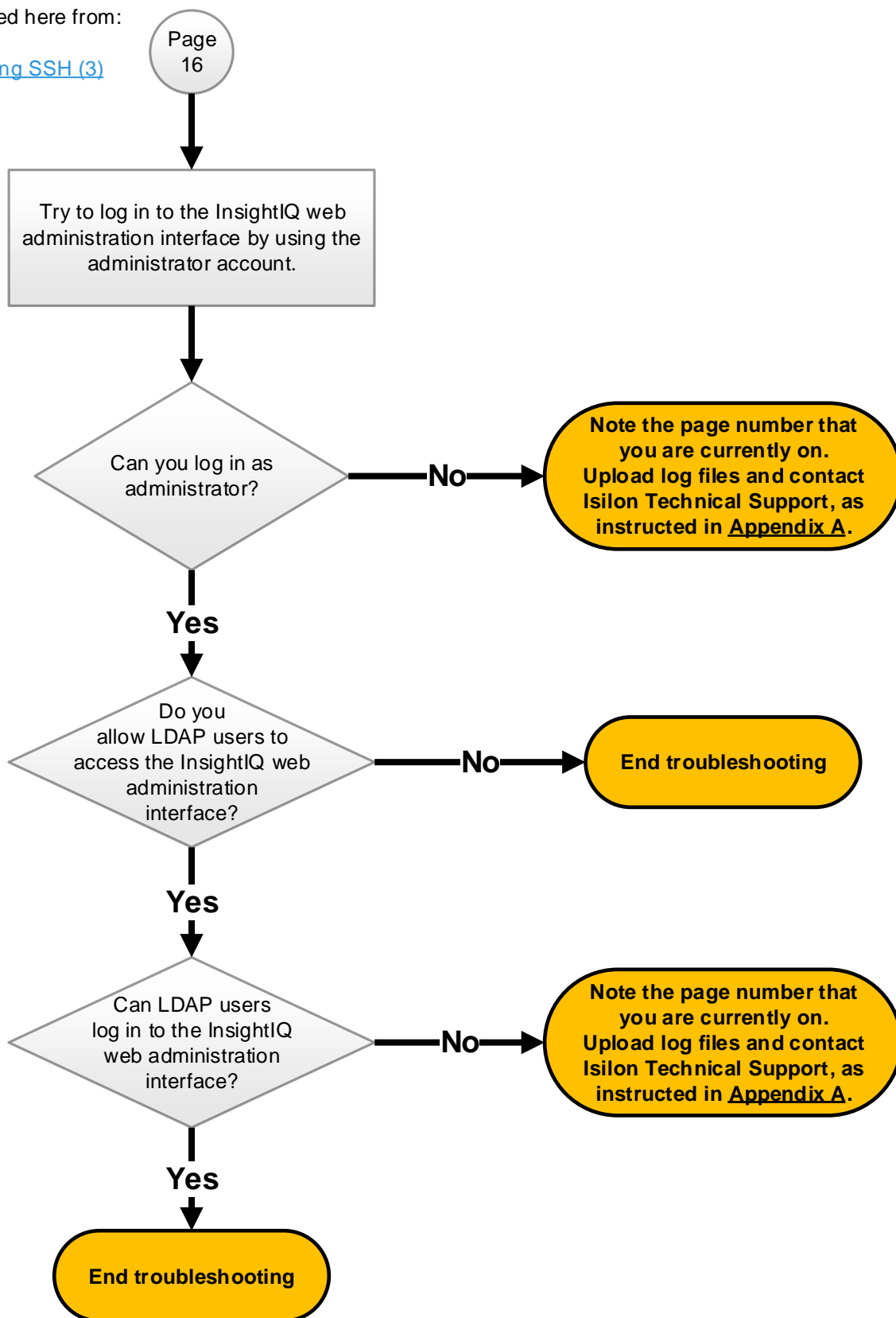
The InsightIQ login page is visible, but users cannot log in (5)

Try to log in to the InsightIQ web administration interface again



You could have arrived here from:

- [Page 15 - Try to log in by using SSH \(3\)](#)



Appendix A: If you need further assistance

Contact EMC Isilon Technical Support

If you need to contact [Isilon Technical Support](#) during troubleshooting, reference the page or step that you need help on. This information and the log file will help Isilon Technical Support staff to resolve your case more quickly.

Gather and upload InsightIQ and OneFS log files and screen sessions

Follow the steps in the flowchart below

Step 1: Open a Service Request (SR)

Contact [Isilon Technical Support](#) to open a service request. Make note of your SR number - you will need it in the next step.

Step 2: Copy InsightIQ logs and screen log file to the Isilon cluster

1. **In the InsightIQ screen session:** When troubleshooting is complete, type `exit` to end your screen session.
2. Transfer the screen session to the cluster by running the following command, where `<node_ip>` is the IP address of the node you want to upload the logs to.

```
scp screenlog.0 root@<node_ip>:/ifs/data/Isilon_Support/screenlog.iiq.txt
```

3. **On the InsightIQ VM instance:** Run the following commands to gather InsightIQ configuration information:

```
cat /etc/isilon/insightiq.ini |grep api_username > ~/local_config.txt
```

```
cat /var/cache/insightiq/datastore.pickle >> ~/local_config.txt
```

```
ifconfig > ~/ifconfig.txt
```

```
mount > ~/mount.txt
```

```
rpm -q isilon-insightiq.x86_64 > ~/iiqversion.txt
```

4. Run the following command to compress the files generated by the previous commands as well as the contents of the `/var/log` directory, where `<SR_number>` is your Isilon Technical Support service request number:

```
sudo tar -czvf ~/<SR_number>.tgz /var/log local_config.txt ifconfig.txt mount.txt iiqversion.txt
```

5. Copy the compressed file to the `/ifs/data/Isilon_Support` directory on the monitored cluster using the `scp` (secure copy) command, where `<SR_number>` is your service request number, and `<node_ip>` is the node IP address used above:

```
scp ~/<SR_number>.tgz root@<node_ip>:/ifs/data/Isilon_Support
```

Go to [next page](#)

Appendix A: If you need further assistance (2)

Gather and upload InsightIQ and OneFS log files and screen sessions



You could have arrived here from:

Continued from previous page

- [Appendix A: If you need further assistance](#)

Step 3: Upload the Isilon node logs, screen log files, and InsightIQ logs to Isilon Technical Support

1. **In the OneFS screen session:** When troubleshooting is complete, type `exit` to end your screen session.
2. **On the Isilon cluster:** Open an SSH connection to the same node IP address where you have been copying files in the previous steps.
3. Gather and upload the node and InsightIQ logs and include the SSH screen log files by using the command appropriate for your method of uploading files. Replace `<SR_number>` in the command with your service request number. If you are not sure which method to use, then use FTP. **Note:** For each method, there is one long command. When you copy and paste the command into the command-line interface, it will appear on multiple lines (as shown here) but when you press **Enter** the command will run properly.

ESRS:

```
isi_gather_info --esrs --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

FTP:

```
isi_gather_info --ftp --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

HTTP:

```
isi_gather_info --http --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

SMTP:

```
isi_gather_info --email --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

SupportIQ:

```
isi_gather_info --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz \  
--noupload --symlink /var/crash/SupportIQ/upload/ftp
```

3. If you receive a message that the upload was unsuccessful, refer to [article 16759](#) on the EMC Online Support site for directions for uploading files over FTP.

Continue to troubleshoot your issue with Isilon Technical Support.

Appendix B: How to use this flowchart

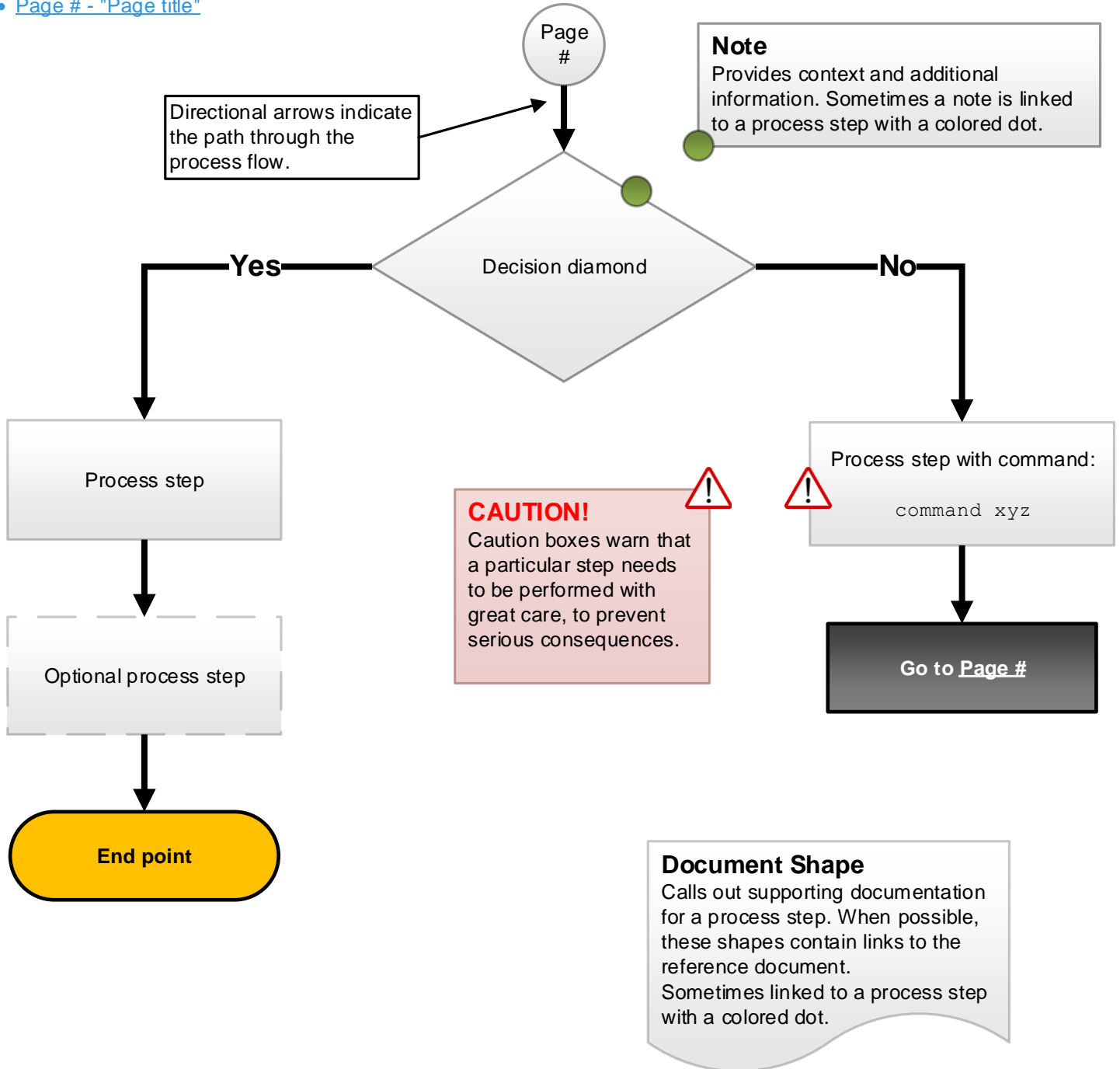
Introduction

Describes what the section helps you to accomplish.



You could have arrived here from:

- [Page # - "Page title"](#)



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