Monitor and upgrade

Keystone

NetApp
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Monitor the health of Keystone Collector

You can monitor the health of Keystone Collector by using any monitoring system that supports HTTP requests. Monitoring the health can help to ensure that data is available on the Keystone dashboard.

By default, Keystone health services do not accept connections from any IP other than localhost. The Keystone health endpoint is `/uber/health`, and it listens on all interfaces of the Keystone Collector server on port `7777`. On query, an HTTP request status code with a JSON output is returned from the endpoint as a response, describing the status of the Keystone Collector system.
The JSON body provides an overall health status for the `is_healthy` attribute, which is a boolean; and a detailed list of statuses per-component for the `component_details` attribute.
Here is an example:

```
$ curl http://127.0.0.1:7777/uber/health
{"is_healthy": true, "component_details": {"vicmet": "Running", "ks-
collector": "Running", "ks-billing": "Running", "chronyd": "Running"}}
```

These status codes are returned:

- **200**: indicates that all monitored components are healthy
- **503**: indicates that one or more components are unhealthy
- **403**: indicates that the HTTP client querying the health status is not on the *allow* list, which is a list of allowed network CIDRs. For this status, no health information is returned.
  The *allow* list uses the network CIDR method to control which network devices are allowed to query the Keystone health system. If you receive this error, add your monitoring system to the *allow* list from **Keystone Collector management TUI > Configure > Health Monitoring**.

> **Linux users, note this known issue:**
>
> **Issue description**: Keystone Collector runs a number of containers as part of the usage metering system. When the Red Hat Enterprise Linux 8.x server is hardened with USA Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIG) policies, a known issue with fapolicyd (File Access Policy Daemon) has been seen intermittently. This issue is identified as bug 1907870.
> **Workaround**: Until resolved by Red Hat Enterprise, NetApp recommends that you work around this issue by putting `fapolicyd` into permissive mode. In `/etc/fapolicyd/fapolicyd.conf`, set the value of `permissive = 1`.

View system logs

You can view Keystone Collector system logs to review system information and perform troubleshooting by using those logs. Keystone Collector uses the host's *journald* logging system, and the system logs can be reviewed through the standard *journalctl* system utility. You can avail the following key services to examine the logs:

- ks-collector

- ks-health
- ks-autoupdate

The main data collection service *ks-collector* produces logs in JSON format with a `run-id` attribute associated with each scheduled data collection job. The following is an example of a successful job for standard usage data collection:

```
{"level":"info","time":"2022-10-31T05:20:01.831Z","caller":"light-
collector/main.go:31","msg":"initialising light collector with run-id
cdflm0f74cgphgfon8cg","run-id":"cdflm0f74cgphgfon8cg"}
{"level":"info","time":"2022-10-
31T05:20:04.624Z","caller":"ontap/service.go:215","msg":"223 volumes
collected for cluster a2049dd4-bfcf-11ec-8500-00505695ce60","run-
id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:18.821Z","caller":"ontap/service.go:215","msg":"697 volumes
collected for cluster 909cbacc-bfcf-11ec-8500-00505695ce60","run-
id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:41.598Z","caller":"ontap/service.go:215","msg":"7 volumes
collected for cluster f7b9a30c-55dc-11ed-9c88-005056b3d66f","run-
id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:48.247Z","caller":"ontap/service.go:215","msg":"24 volumes
collected for cluster a9e2dcff-ab21-11ec-8428-00a098ad3ba2","run-
id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:48.786Z","caller":"worker/collector.go:75","msg":"4 clusters
collected","run-id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:48.839Z","caller":"reception/reception.go:75","msg":"Sending file
65a71542-cb4d-bdb2-e9a7-a826be4fdcb7_1667193648.tar.gz type=ontap to
reception","run-id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:48.840Z","caller":"reception/reception.go:76","msg":"File bytes
123425","run-id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"reception/reception.go:99","msg":"uploaded
usage file to reception with status 201 Created","run-
id":"cdflm0f74cgphgfon8cg"}
```


The following is an example of a successful job for optional performance data collection:

```
{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"sql/service.go:28","msg":"initialising MySql
service at 10.128.114.214"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"sql/service.go:55","msg":"Opening MySql db
connection at server 10.128.114.214"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"sql/service.go:39","msg":"Creating MySql db
config object"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"sla_reporting/service.go:69","msg":"initialisi
ng SLA service"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"sla_reporting/service.go:71","msg":"SLA
service successfully initialised"}

{"level":"info","time":"2022-10-
31T05:20:51.324Z","caller":"worker/collector.go:217","msg":"Performance
data would be collected for timerange: 2022-10-31T10:24:52~2022-10-
31T10:29:52"}

{"level":"info","time":"2022-10-
31T05:21:31.385Z","caller":"worker/collector.go:244","msg":"New file
generated: 65a71542-cb4d-bdb2-e9a7-a826be4fdcb7_1667193651.tar.gz"}

{"level":"info","time":"2022-10-
31T05:21:31.385Z","caller":"reception/reception.go:75","msg":"Sending file
65a71542-cb4d-bdb2-e9a7-a826be4fdcb7_1667193651.tar.gz type=ontap-perf to
reception","run-id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:21:31.386Z","caller":"reception/reception.go:76","msg":"File bytes
17767","run-id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-
31T05:21:33.025Z","caller":"reception/reception.go:99","msg":"uploaded
usage file to reception with status 201 Created","run-
id":"cdflm0f74cgphgfon8cg"}

{"level":"info","time":"2022-10-31T05:21:33.025Z","caller":"light-
collector/main.go:88","msg":"exiting","run-id":"cdflm0f74cgphgfon8cg"}
```

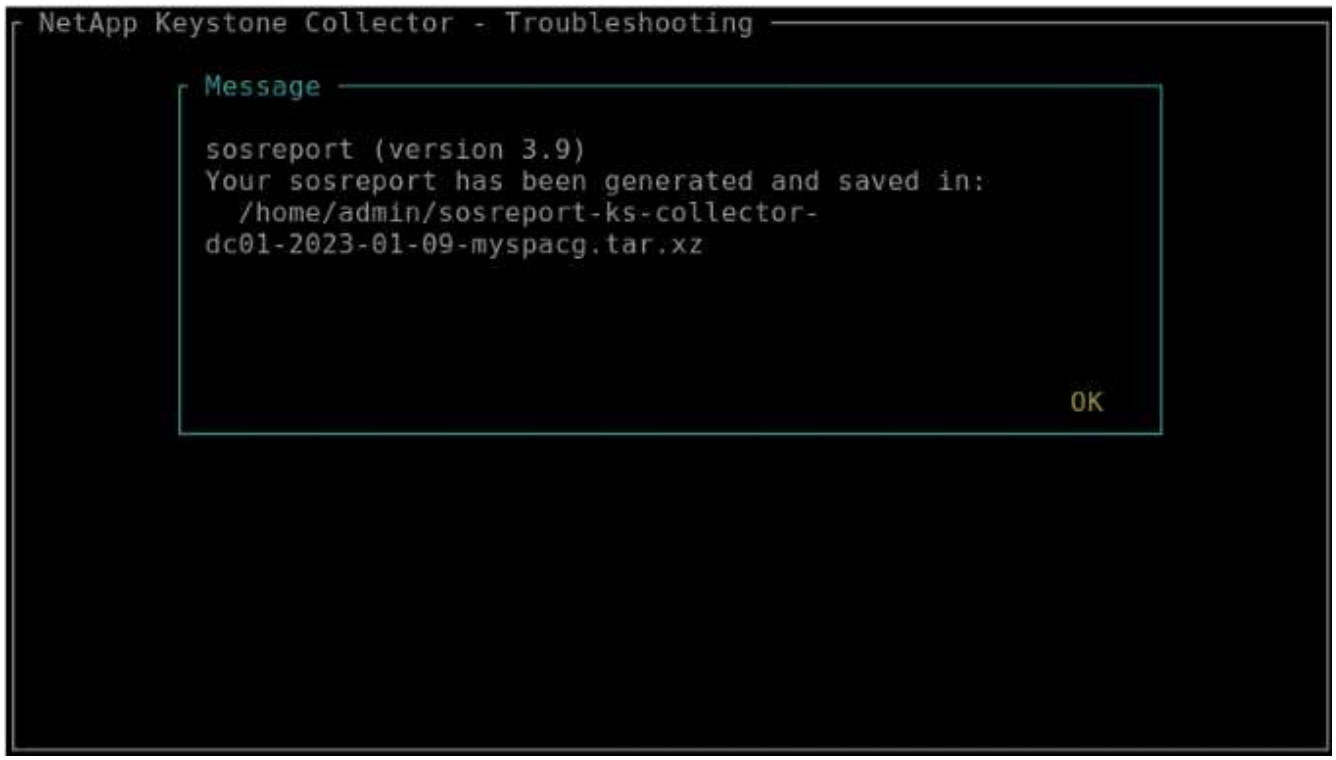
Generate and collect support bundles

The Keystone Collector TUI enables you to generate support bundles and add then to service requests for resolving support issues. Follow this procedure:

Steps

1. Start the Keystone Collector management TUI utility:
   ```
   $ keystone-collector-tui
   ```
2. Go to **Troubleshooting > Generate Support Bundle**.

3. When generated, the location where the bundle is saved is displayed. Use FTP, SFTP, or SCP to connect to the location and download the log file to a local system.



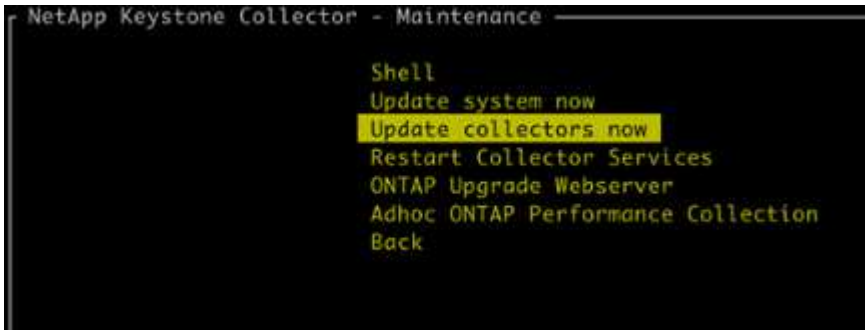
4. When the file is downloaded, you can attach it to the Keystone ServiceNow support ticket. For information about raising tickets, see Generating service requests.

Manually upgrade Keystone Collector

The auto-update feature in Keystone Collector is enabled by default, which automatically upgrades the Keystone Collector software with every new release. You can, however, disable this feature and manually upgrade the software.

Steps

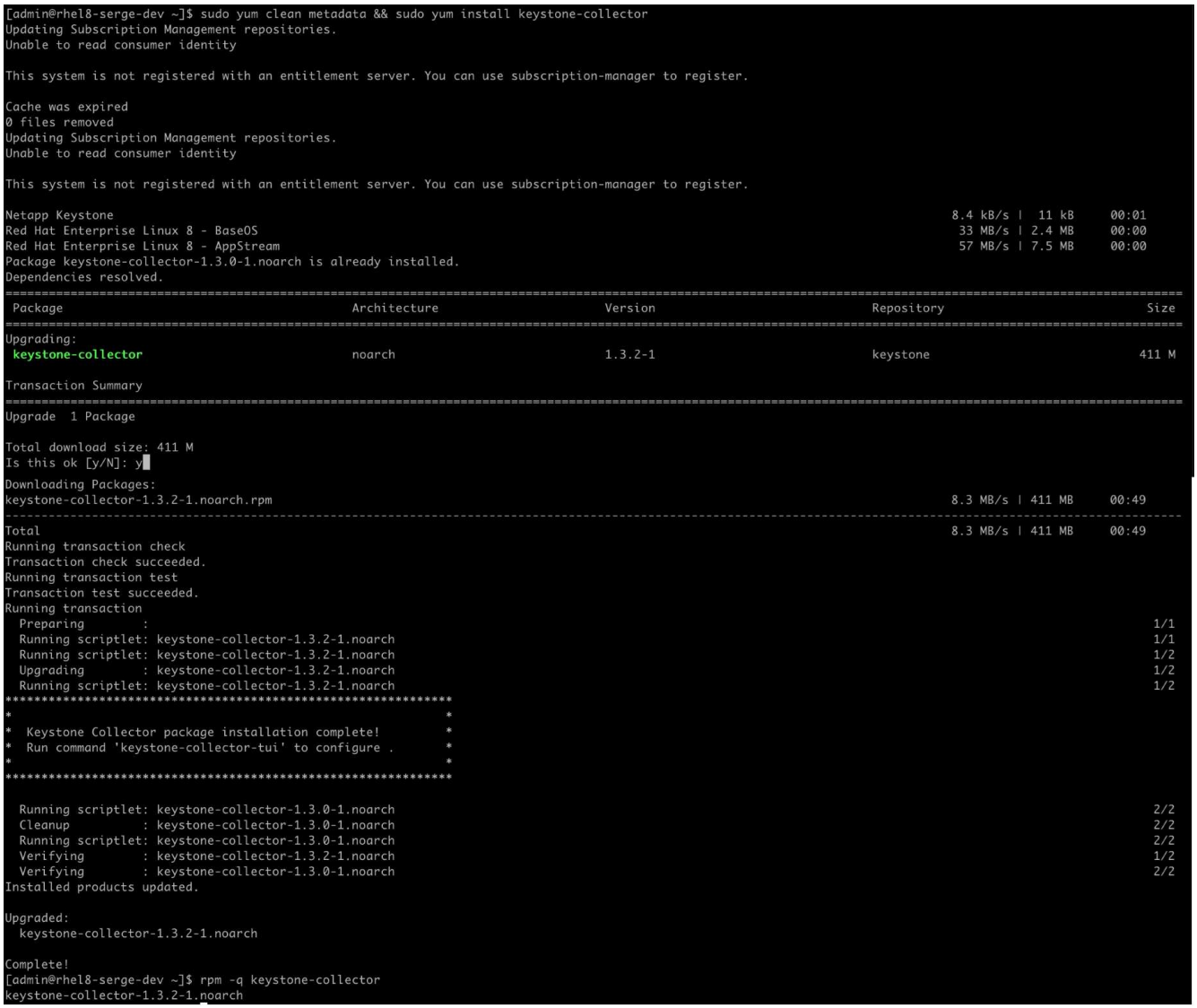
1. Start the Keystone Collector management TUI utility:
   `$ keystone-collector-tui`
2. On the maintenance screen, selecting the **Update collectors now** option.



Alternately, run these commands to upgrade the version:

For CentOS:

```
sudo yum clean metadata && sudo yum install keystone-collector
```



For Debian:

```
sudo apt-get update && sudo apt-get upgrade keystone-collector
```

3. Restart Keystone Collector management TUI, you can see the latest version on the upper left portion of the home screen.

   Alternately, run these commands to view the latest version:

   For CentOS:

   ```
   rpm -q keystone-collector
   ```

   For Debian:

```
dpkg -l | grep keystone-collector
```

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