



Collect logs

Astra Trident

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You can collect logs for help with troubleshooting. The method you use to collect the logs varies based on how you are running the Docker plugin.

Steps

1. If you are running Astra Trident using the recommended managed plugin method (i.e., using `docker plugin` commands), view them as follows:

```
# docker plugin ls
ID                NAME                DESCRIPTION
ENABLED
4fb97d2b956b     netapp:latest      nDVP - NetApp Docker Volume
Plugin   false
# journalctl -u docker | grep 4fb97d2b956b
```

The standard logging level should allow you to diagnose most issues. If you find that's not enough, you can enable debug logging.

2. To enable debug logging, install the plugin with debug logging enabled:

```
docker plugin install netapp/trident-plugin:<version> --alias <alias>
debug=true
```

Or, enable debug logging when the plugin is already installed:

```
docker plugin disable <plugin>
docker plugin set <plugin> debug=true
docker plugin enable <plugin>
```

3. If you are running the binary itself on the host, logs are available in the host's `/var/log/netappdvp` directory. To enable debug logging, specify `-debug` when you run the plugin.

General troubleshooting tips

- The most common problem new users run into is a misconfiguration that prevents the plugin from initializing. When this happens you will likely see a message such as this when you try to install or enable the plugin:

```
Error response from daemon: dial unix /run/docker/plugins/<id>/netapp.sock:
connect: no such file or directory
```

This means that the plugin failed to start. Luckily, the plugin has been built with a comprehensive logging capability that should help you diagnose most of the issues you are likely to come across.

- If there are problems with mounting a PV to a container, ensure that `rpcbind` is installed and running. Use

the required package manager for the host OS and check if `rpcbind` is running. You can check the status of the `rpcbind` service by running a `systemctl status rpcbind` or its equivalent.

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