

Trouble Shooting

General Shinken Enterprise troubleshooting steps to resolve common issue

- Are all daemons running?
- Have you reviewed your Shinken Enterprise daemon specific logs for errors or tracebacks
- Are you using the same Shinken Enterprise version on all your hosts running a Shinken Enterprise daemon
- Have you enabled debugging logs on your daemons
- Have you executed/tested your plugin command as the Shinken Enterprise user
- Have you defined a module on the wrong daemon (ex. NSCA receiver module on a Broker)
- System logs /var/log/messages
- Use top to look for memory, cpu and process issues.

Use the health check command

A fast way to check at your Shinken Enterprise environment is to use the [shinken-healthcheck](#) command.

FAQ Answers

Review the daemon logs

A daemon is a Shinken Enterprise process. Each daemon generates a log file by default. The configuration of a daemon is set in the .ini configuration file (ex. brokerd.ini). Logging is enabled and set to level INFO by default.

Default log file location "local_log=%(workdir)s/schedulerd.log"

The log file will contain information on the Shinken Enterprise process and any problems the daemon encounters.

Changing the log level in the configuration

Edit the <daemon-name>.ini file, where daemon name is pollerd, schedulerd, arbiterd, reactionnerd, receiverd.

Set the log level to: DEBUG

Possible values:

- DEBUG
- INFO
- WARNING
- ERROR
- CRITICAL

Re-start the Shinken Enterprise process.