Logs de rétention en base de donnée

Sommaire

Description

Les logs de la rétention MongoDB du Scheduler sont classés par catégorie afin de pouvoir différencier les types de log :

- Gestion du module
- Connexion à la base de données
- Sauvegarde
- Chargement
- Suppression des lignes de rétention obsolètes.

Gestion du module

Sur réception du signal SIGUSR1 le module va effectuer un dump de sa mémoire, pour tout autre signal, le module va s'éteindre

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ MANAGE SIGNAL ] The worker with the
pid XXXX received a signal XX
```

Arrêt critique

Quand le processus de pilotage s'arrête de façon inopinée

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ WORKER:XXXXX ] I am a worker with
pid: XXXX and my master process YYYY is dead, I exit.
```

Demande d'un dump de la mémoire

Le dump est fait

Python 2.6

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ WORKER pid=XXXX ] (support-only)
MEMORY DUMP (to be sent to the support):
xxxxxxxx
xxxxxxxx
xxxxxxxx
```

Python 2.7

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ WORKER pid=XXXX ] (support-only)
Memory information dumped to file FFFFFFF (to be sent to the support)
```

Le dump a échoué

Python 2.6

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ WORKER pid=XXXX ] MEMORY DUMP: FAIL
check if guppy lib is installed
```

Python 2.7

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ WORKER pid=XXXX ] (support-only)
MEMORY DUMP: FAIL check if meliae lib is installed
```

Connexion à la base de données

Dans les logs suivants, le mot clé *SOUS-SECTION* peut valoir une des valeurs suivantes :

- LOAD RETENTION
- DELETE OLD RETENTION
- SAVE WORKER XXXXX

Connexion normale

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] We are creating mongo
connection [uri=mongodb://192.168.1.120/?safe=false] [database=shinken] [ssh=True]
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] Connection created in
: 0.200s
```

La connexion échoue

```
[YYYY-MM-DD HH:MM:SS] WARNING: [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] Mongo connection
failed 1/X time, we will try again
[YYYY-MM-DD HH:MM:SS] WARNING: [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] Mongo connection
failed Y/X times, we will try again
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] Mongo connection
failed X/X times, we stop trying
```

La connexion a été perdue ou n'existe pas

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] We need to create a
mongo connection
```

suivi des logs de la connexion normale

La connexion n'a pas pu être établie

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SOUS-SECTION ] Could not create
mongo connection
```

Erreur de configuration du module

Si plusieurs url mongo sont précisées

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MODULES-MANAGER ] The instance MongodbRetention raised an error: Multiples urls were found in the module's configuration file. I disable it and set it to restart it later
```

Sauvegarde en rétention

Pour la sauvegarde de la rétention, trois types de logs existent:

Section	Description
SAVE GLOBAL	Correspond au processus global de la sauvegarde
SAVE WORKERS	Corresponds à un sous-processus de SAVE GLOBAL, qui s'occupe de la file d'attente des différents workers de la sauvegarde
SAVE WORKER X	C'est un sous-processus de SAVE WORKERS, correspondant à un worker numéroté X qui permet de sauvegarder une partie des informations du Scheduler en base. Le nombre de workers est paramétrable dans les paramètres du module. (*voir la page* Module MongodbRetention (Rétention en base de donnée centralisée par royaume))

SAVE GLOBAL

Les logs **SAVE GLOBAL** donnent des informations relatives au fonctionnement global du module ou de sa configuration.

Exemple

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE GLOBAL ] Starting to save retention data. [XXX:hosts] [XXX:checks] (Database used = mongodb://HOST/?safe=false, use ssh = False)
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE GLOBAL ] SUCCESS Retention data was saved into mongodb. Total time X.XXs
```

Erreurs

Les erreurs lors de la sauvegarde de la rétention sont aussi enregistrées dans les logs sous cette forme:

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MODULES-MANAGER ] The instance MongodbRetention raised an error: ERROR MESSAGE. Total time XX.XXs. I disable it and set it to restart it later
```

Exemples

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MODULES-MANAGER  ] The instance MongodbRetention raised an error: [ SAVE GLOBAL ] FAILED Retention data could not be saved in mongodb. Total time 22.20s. I disable it and set it to restart it later
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MODULES-MANAGER  ] The instance MongodbRetention raised an error: [ SAVE GLOBAL ] FAILED Retention data could not be saved in mongodb because mongo is unreachable. Total time 2.11s. I disable it and set it to restart it later
```

SAVE WORKERS

Les logs **SAVE WORKERS** donnent l'état de chaque worker de sa création à son succès/échec.

Exemple

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] Starting worker X with pid XXXXX. Try: X/X
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] The worker X did SUCCESS (after X try)
```

La préparation des données à sauvegarder a été longue :

```
[YYYY-MM-DD HH:MM:SS] WARNING: [ SCHEDULERNAME ] [ MongodbRetention ] [ PERF ] [ X.XXXs ] atomization
duration
```

Des erreurs empêchent le bon déroulé de la sauvegarde :

```
YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] some workers did fail
to exit or encountered an error. The retention save can be incomplete
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] Too many tries failed
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] Cannot start the
XXXXX worker process as there is not enough memory
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKERS ] Cannot start the
worker X process: XX. Exiting the retention save, killing all currently launched workers
```

SAVE WORKER X

Les logs **SAVE WORKER X** donne pour le worker ayant l'identifiant **X**, les statistiques sur les sauvegardes qu'il a effectuées : le nombre d'éléments, résultat et temps d'exécution.

Exemple

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKER 0 ] Updating retention
with elements: checks [ XXX ] -- hosts [ XX ] in mongodb
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKER 0 ]  Retention data
saved into mongodb in X.XXX seconds
```

Erreurs

```
[YYYY-MM-DD HH:MM:SS] WARNING: [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKER X ] The worker (pid:XXXX
| try:XX) did not exit on time (XX s). We are restarting it.
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ SAVE WORKER X ] Failed connection
with the following message : ERROR MESSAGE
```

Perte de connexion à la base de données

```
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] worker has been
disconnected of mongo. Will retry [1/X]
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] worker has been
disconnected of mongo. Will retry [Y/X]
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] worker has been
disconnected of mongo. Will retry [X/X]
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] After X tries, worker
could not connect to mongo :[ERROR MESSAGE]
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] (pid=XXXX) "EXCEPTION
PYTHON"
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] Worker has an error: [
ERROR MESSAGE ]
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ SAVE WORKER X ] (pid=XXXX) "EXCEPTION
PYTHON"
```

Chargement de la rétention

Les logs fournissent des informations liées au chargement de la rétention, permettant de suivre son avancée et l'état sur la connexion à Mongo.

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ HOSTS / CLUSTERS
] [ X.XXXs ] We took X    hosts/clusters  from the retention [ in scheduler hosts/clusters : without
retention=X    / total=1    ]
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ HOSTS / CLUSTERS
] No host/cluster are needed for retention load (scheduler already have all X    hosts retention data).
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ CHECKS
] [ X.XXXs ] We took X    checks          from the retention [ in scheduler checks         : without
retention=XX   / total=XX   ]
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ CHECKS
] No checks       are needed for retention load (scheduler already have all X    checks retention data).
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ X.XXXs]  Total
number of elements load from mongo database: X    ( scheduler have a total of XX   elements )
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] [ X.XXXs ] SUCCESS
Retention data loaded successfully.
```

Erreurs

Les erreurs lors du chargement de la rétention sont aussi enregistrées dans les logs sous cette forme:

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] FAILED Retention
data could not be loaded from mongodb: ERROR MESSAGE DETAILS
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] error querying host
entries: ERROR MESSAGE. Module exiting.
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [ SCHEDULERNAME ] [ MongodbRetention ] [ LOAD RETENTION ] error querying
checks entries: ERROR MESSAGE. Module exiting.
```

Suppression des anciennes rétentions

Les logs de suppression permettent de voir le nombre d'objets supprimés (triés par hôtes et checks) ainsi que la date à partir de laquelle la rétention est conservée.

Exemple avec des objets à supprimer

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ] We will
delete all retention data that were saved before the XXXX-XX-XX XX:XX UTC (X days)
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ]  - Deleting
XXX hosts from old retention [XXXX by XXXX]
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ]  - XXX  -
hosts deleted in X.XXXs
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ]  - Deleting
XXX services from old retention [XXXX by XXXX]
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ]  - XXX  -
services deleted in X.XXXs
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ] Total time
for deleting XXXX entries = X.XXXs
```

Exemple sans objets à supprimer

```
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ] We will
delete all retention data that were saved before the XXXX-XX-XX XX:XX UTC (X days)
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ] There is no
data to delete
[YYYY-MM-DD HH:MM:SS] INFO   : [ SCHEDULERNAME ] [ MongodbRetention ] [ DELETE OLD RETENTION   ] Total time
for deleting 0 entries = X.XXXs
```

Erreur : perte de connexion à la base de données

Si une erreur survient pendant une opération en base de données, les logs suivants vont apparaître :

Exemple

```
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] We have been
disconnected of mongo. Will retry [1/3]
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] We have been
disconnected of mongo. Will retry [2/3]
[YYYY-MM-DD HH:MM:SS] WARNING: [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] We have been
disconnected of mongo. Will retry [3/3]
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] After 3 tries,
we couldn't connect to mongo
```

```
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] We have an
error:[ERROR MESSAGE]
[YYYY-MM-DD HH:MM:SS] ERROR  : [SCHEDULERNAME] [ MongodbRetention ] [ DELETE OLD RETENTION ] "Exception
Python"
```