

# 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.