Troubleshooting DAS Installation

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This section provides you a list of possible causes and solutions to debug and resolve issues that you might face while using DAS.

Problem area: Queries page

Issues related to queries can arise mostly because of misconfigured Hive or Tez hooks. You may also experience trouble viewing your queries if you are a non-admin user. Non-admin users can view only their queries.

Your queries are not appearing on the Queries page

Check the role that you have been assigned. If you are not an administrator, then you can only view the queries that you have run. Only administrators can view queries and data of other users.

- To enlist yourself as the admin user, go to **Ambari** > **Data Analytics Studio** > **Config** > **Advanced data_analytics_studio-security-site**, and add your user name in the admin_users field. For example, hive,admin1,admin2.
- Check the configuration settings for Hive and Tez in the Ambari UI. See Check Cluster Configuration for Hive and Tez.
- Verify whether the logs are added to the paths specified in the hive.hook.proto.base-directory and the tez.history.logging.proto-base-dir directory configurations.

  Use the following commands to get the paths to the logs for Hive and Tez. If you have not run any queries, then the log directories may be empty.

  For Hive:

  hdfs dfs -ls /warehouse/tablespace/external/hive/sys.db/query_data

  For Tez:

  hdfs dfs -ls /warehouse/tablespace/external/hive/sys.db/dag_data

  hdfs dfs -ls /warehouse/tablespace/external/hive/sys.db/dag_meta

  hdfs dfs -ls /warehouse/tablespace/external/hive/sys.db/app_data
- Verify whether the following proto directory configurations are present in the /etc/das/conf/das-event-processor.json file: hive.hook.proto.base-directory and tez.history.logging.proto-base-dir. If these configurations are not present in the /etc/das/conf/das-event-processor.json file, then do not edit the das-event-processor.json file - because they will be overwritten by the configurations specified in Ambari.

  At this stage, restart the DAS service and recheck. If this doesn't fix the problem, then you might be using multiple configuration groups in Hive and Tez.

  If you are using different or multiple configuration groups in Hive or Tez, then make sure that you specify the same paths in all the configuration groups. Presently, DAS does not support multiple configuration groups.
- Verify whether you have the required access and permission to directories specified in the hive.hook.proto.base-directory and tez.history.logging.proto-base-dir directory configurations by checking errors from EventProcessorPipeline in the /var/log/das/event-processor.log file.
- Make sure that the DAS services are running as the hive service user.
- If you have a large number of users running Hive queries simultaneously using DAS, the connections from Hive can get exhausted. This sends the query to a queue in Hive which takes a long time to start running. This can result in the following:
  - If query is fired from DAS, it does not return any log or indicate that the query has been queued.
  - The query does not appear on the UI, because no event is received by DAS.

Evaluate your cluster usage. You may need to add more machines to the clusters to resolve this issue.

Query column is empty, yet you can see the DAG ID and Application ID

- Check the configuration settings for Hive and Tez in the Ambari UI. See Check Cluster Configuration for Hive and Tez.
- Check whether Hive has access to write in to the directory specified by the following proto directory configuration: hive.hook.proto.base-directory.
- Check whether Hive can write in to the directory specified by the following proto directory configuration: hive.hook.proto.base-directory.
- Check whether Hive has access to read from the directory specified by the following proto directory configuration: hive.hook.proto.base-directory.

Query column is not empty, but you cannot see the DAG ID and Application ID

- Check the configuration settings for Hive and Tez in the Ambari UI. See Check Cluster Configuration for Hive and Tez.
- Check whether the Tez job has access to write in to the directory specified by the following proto directory configuration: tez.history.logging.proto-base-dir.
- Check whether the data is being written in to the following subdirectories of the directory specified in the tez.history.logging.proto-base-dir directory configuration: app_data, dag_data, and dag_meta.
- Check whether das has access to read from the following subdirectories of the directory specified in the tez.history.logging.proto-base-dir directory configuration: app_data, dag_data, and dag_meta.

You cannot view queries from other users

If you need to view queries and data of other users, then assign admin role to the user by going to **Ambari** > **Data Analytics Studio** > **Config** > **Advanced data_analytics_studio-security-site**, and specifying the user in the **admin_users** field. For example, hive,admin1,admin2.

Problem area: Compose page

Misconfigured repl in Hive can affect the query compose page on the DAS UI. Issues can also occur if HSI or HS2 is not running.

You cannot see your databases or the query editor is missing

- Verify whether HSI or HS2 services are running by going to **Ambari** > **Hive** > **Summary**.
- If you are not running llap, then go to **Ambari** > **Data Analytics Studio** > **Config** > **Advanced data_analytics_studio-properties** > **Data Analytics Studio config file template** and set the use.hive.interactive.mode parameter to false.
- Verify whether the Hive configuration parameter hive.metastore.transactional.event.listeners is set to org.apache.hive.hcatalog.listener.DbNotificationListener by going to **Ambari** > **Hive** > **Configs** > **Advanced** > **Advanced hive-site**.
- DAS event processor runs the repl dump command as a hive service user. The hive service user can run the repl dump command if the user has repl admin privileges.
- Verify whether DAS can read the repl root directory permissions - if das and hive are running as different service users.

There may be exceptions in the /var/log/das/event-processor.log file with repl dump failures because of read errors.

> **Note:** If the das services cannot read the repl root directory permissions, then it can cause a number of repl directories to be created, but not deleted.

- Lastly, this can be caused due to incorrect hive service name in ZooKeeper. This is a known issue as of the DAS 1.2.0 release.

You cannot view new databases and tables, or cannot see changes to existing databases or tables

- Verify whether the hive configuration parameter hive.metastore.transactional.event.listeners is set to org.apache.hive.hcatalog.listener.DbNotificationListener by going to **Ambari** > **Hive** > **Configs** > **Advanced** > **Advanced hive-site**.
- Verify whether HSI or HS2 services are running by going to **Ambari** > **Hive** > **Summary**.

Problem area: Reports page

The Reports tab is not available for DAS-Lite. It may also not appear if you have not specified the DataPlane Smartsense ID in Ambari.

You cannot view the Reports tab

- Set up the SmartSense ID in DAS configurations.

  1. On the Ambari UI, go to **Data Analytics Studio** > **Configs**.
  2. Under **Advanced data_analytics_studio-webapp-properties**, specify das-smartsense-id in the **Dataplane Smartsense id** field.
  3. Restart the DAS service.

- Verify whether you are running DAS and not DAS-Lite by using the following commands:

  - (On Debian and Ubuntu): apt list --installed '*data-analytics*'
  - (On RHEL and Fedora): rpm -qa | grep 'data-analytics'