Cloudera Data Engineering 1.15.2

Troubleshooting Cloudera Data Engineering

Date published: 2020-07-30
Date modified: 2022-09-14

CLOUDERA

https://docs.cloudera.com/

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Cloudera Data Engineering log files

You can view logs for Cloudera Data Engineering (CDE) using the web console, including CDE service logs, virtual cluster logs, and job logs.

To view logs for a CDE service or virtual cluster, click the three-dot menu for the service or virtual cluster, and then select View Logs. When the View Logs modal is displayed, you can download the logs or copy them to the clipboard by clicking the associated icon at the top right of the modal.

To view logs for a job run:

1. From the CDE Overview page, select the CDE service for the job you want to troubleshoot.
2. In the Virtual Clusters column, click the View Jobs icon for the cluster containing the job.
3. Select the job you want to troubleshoot.
4. In the Run History tab, click the Job ID for the job run you want to troubleshoot.
5. Go to the Logs tab.
6. Select the log you want to view using the Select log type drop-down menu and the log file tabs.
7. To download the logs, click the Download menu button. You can download a text file of the currently displayed log, or download a zip file containing all log files.

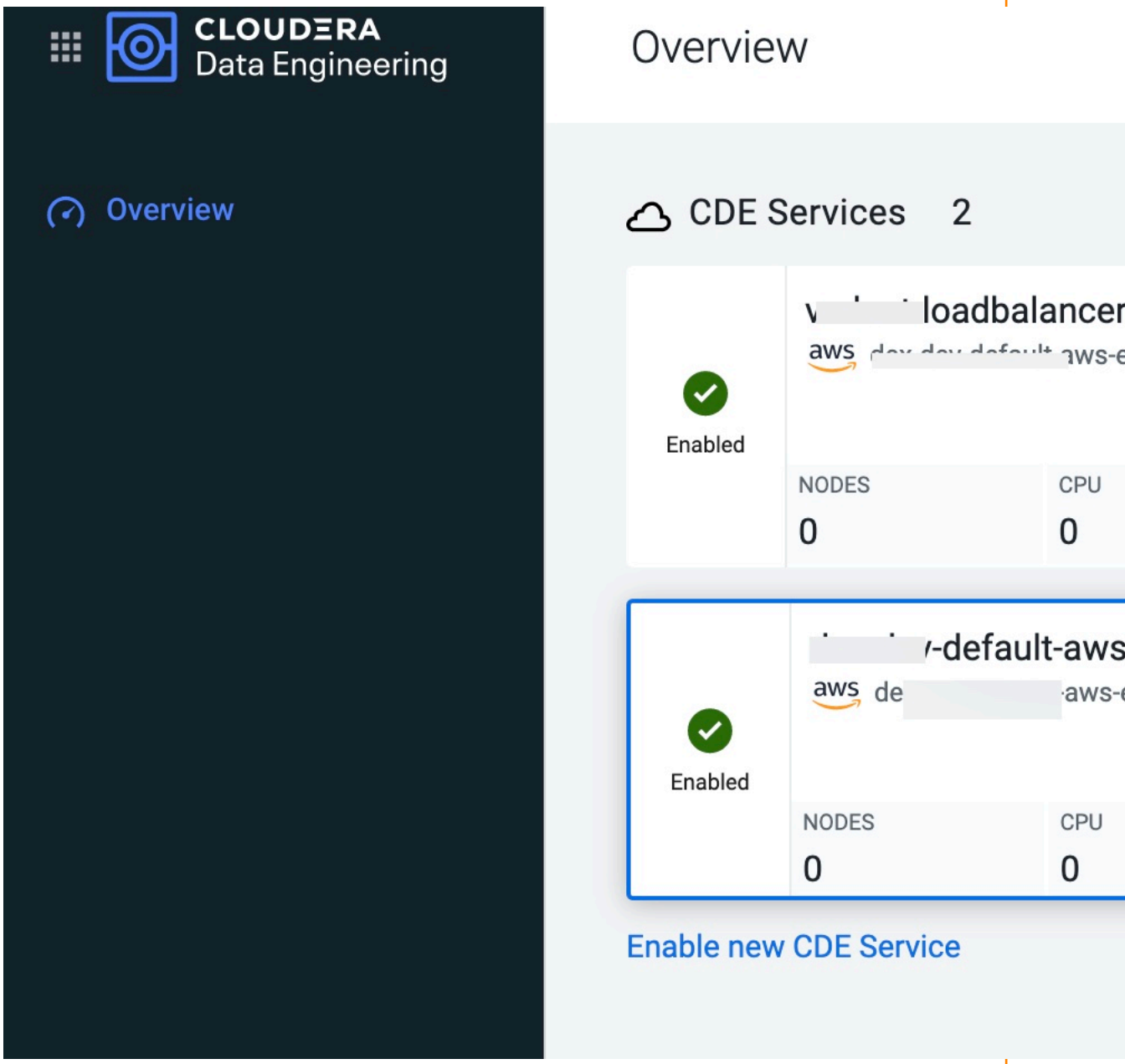
Connecting to Grafana dashboards in Cloudera Data Engineering Private Cloud

This topic describes how to access Grafana dashboards for advanced visualization of Virtual Cluster's metrics such as memory and CPU usage in Cloudera Data Engineering (CDE) Private Cloud.

For CDE Service

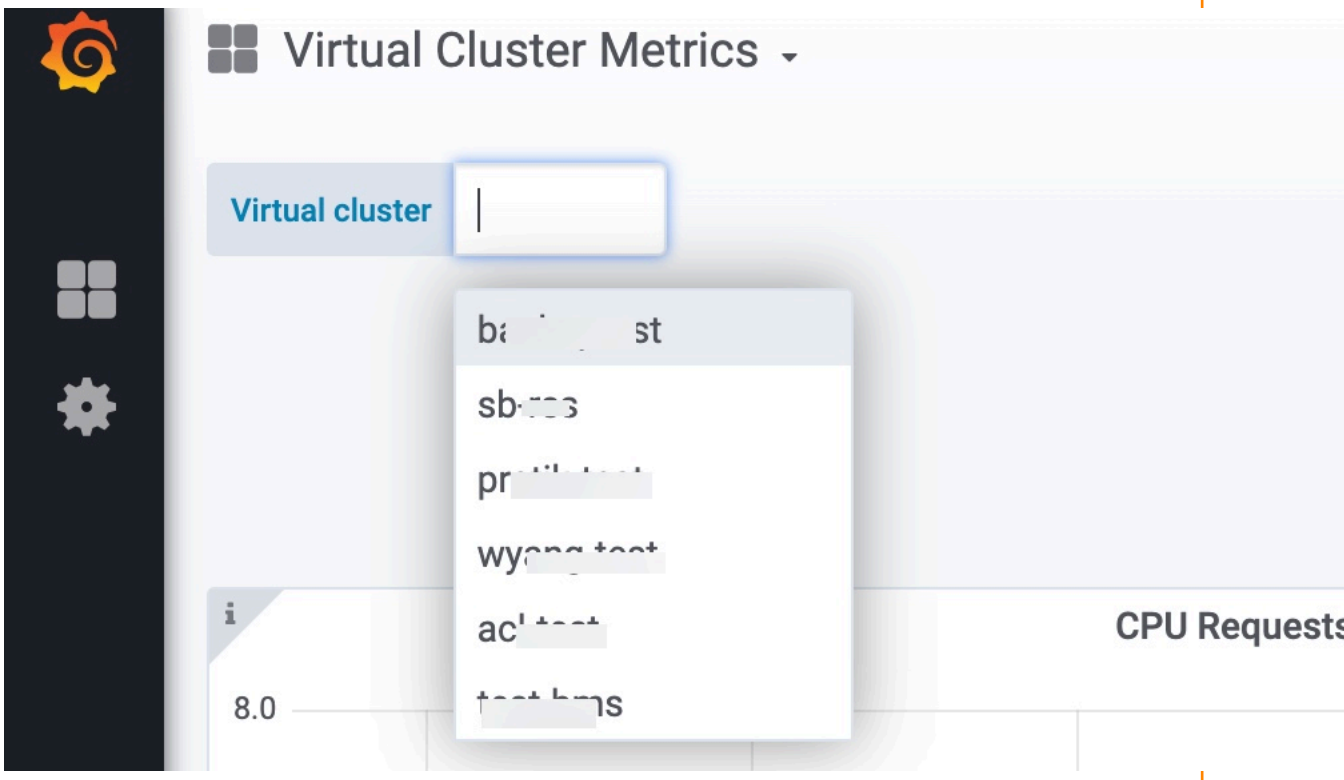
1. Navigate to the Cloudera Data Engineering Overview page by clicking the Data Engineering tile in the Cloudera Data Platform (CDP) management console.

2. In the CDE Services column, click the Service Detailsbutton on the environment for which you want to see the Grafana dashboard.



3. In the Environment page, click Grafana Charts. A read-only version of the Grafana interface opens in a new tab in your browser.
4. In the Grafana dashboard, click the grid icon  in the left navigation menu.
5. Select Virtual Cluster Metrics under the Dashboards pane.

6. Click on a virtual cluster name from the dropdown list to view the Grafana charts.



about CPU requests, memory requests, jobs, and other information related to the virtual cluster is displayed.

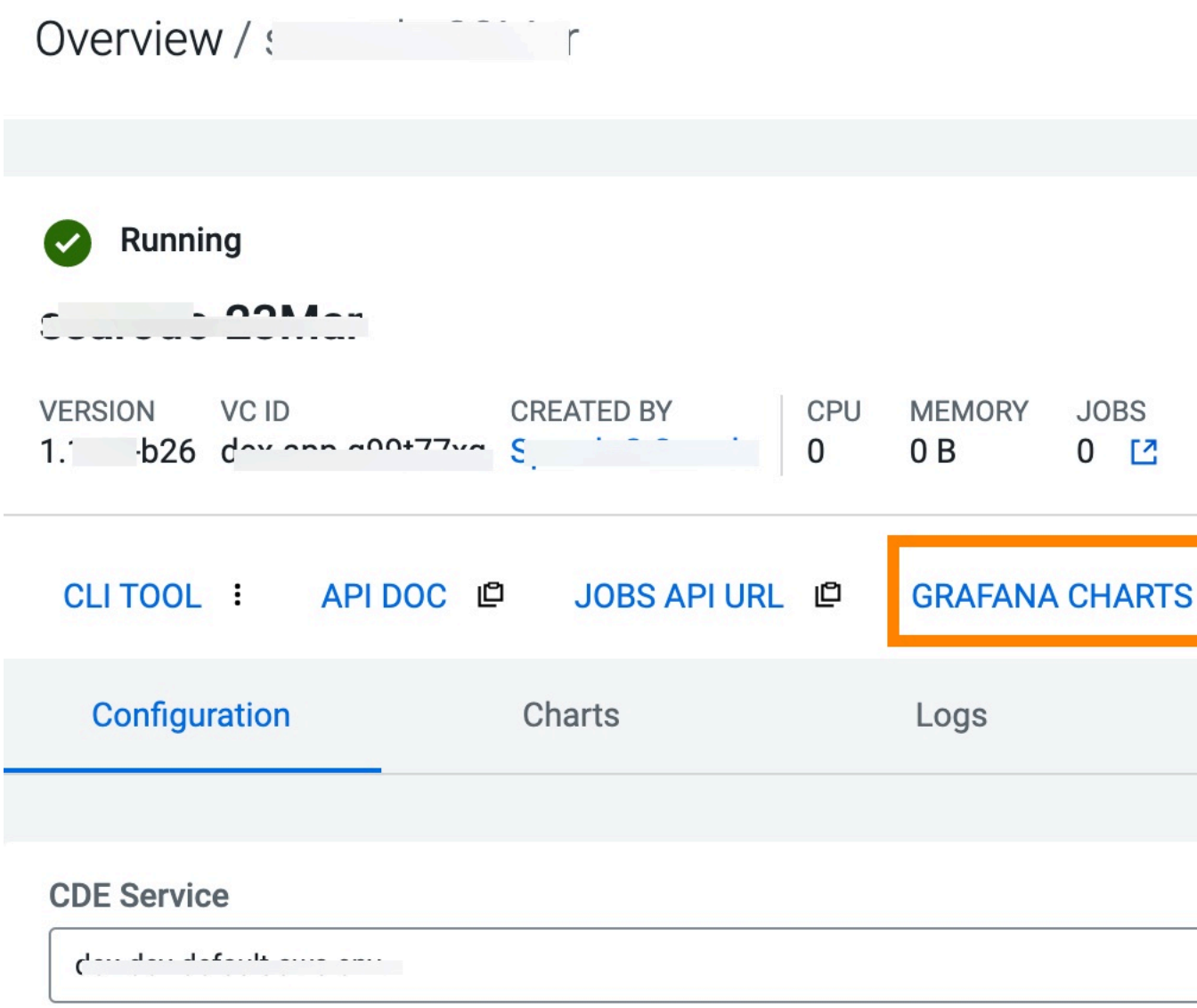
For Virtual Cluster

1. Navigate to the Cloudera Data Engineering Overview page by clicking the Data Engineering tile in the Cloudera Data Platform (CDP) management console.
2. In the Environment column, select the environment containing the virtual cluster for which you want to see the Grafana dashboard.
3. In the Virtual Clusters column on the right, click the Cluster Details icon of the virtual cluster.

   The virtual cluster's Overview page is displayed.

4. In the Overview page, click Grafana Charts.

   A read-only version of the Grafana interface opens in a new tab in your browser.



   Information about CPU requests, memory requests, jobs, and other information related to the virtual cluster is displayed.

5. In the Virtual Cluster Metrics page, click on a virtual cluster name from the Virtual Cluster dropdown list to view the Grafana charts of that virtual cluster.

Cloudera Data Engineering diagnostic bundles and summary status

Cloudera Data Engineering provides the ability to download log files, diagnostic data, and a summary status for the running CDE services and virtual clusters. You can provide this data to Cloudera Support for assistance troubleshooting an issue.

The following section describes about CDE Diagnostic Bundles and Summary Status, and the information collected in each.

Diagnostic Bundle

Important: The CDE service inCDP Private Cloud Data Services does not currently support diagnostic bundles.

The diagnostic bundle is a collection of the logs from the CDE Services. These logs can be downloaded on-demand from CDE UI. CDE gives you the functionality to select the sources for which you want to download the logs and you can also select a predefined or custom time range for these logs.

Information Collected in Diagnostic Bundles

- Container logs for all running CDE service pods (excluding user compute pods).

Summary Status

The Status Summary shows the status of each service instance being managed by the CDE Control Plane. It is a package of JSON files consisting of information related to configuration, monitoring, logging, events and health test results of the service and its instances.

Information Collected in Summary Status

- Status of all cloud resources created during CDE provisioning
- Kubernetes resource status for critical infrastructure pods, deployments, pods, services and events for core service infrastructure pods or virtual cluster infrastructure pods

Downloading summary status for Cloudera Data Engineering

This section describes how to download a summary status of a Cloudera Data Engineering (CDE) Service in Cloudera Data Platform (CDP) using CDE UI.

About this task

To get a current snapshot of the current CDE infrastructure status (cloud resources, Kubernetes pod statuses, pod events and service metadata). This summary status, in the form of a ZIP file, is downloaded to your computer. This is available on both AWS and Azure environments.

Before you begin

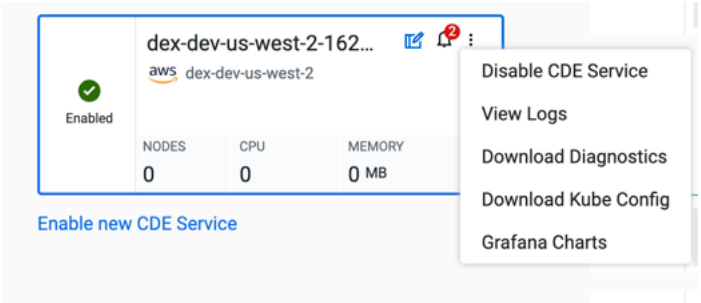
Required Role: DEAdmin

After granting or revoking the role on the environment, run the Sync Users to FreeIPA environment action.

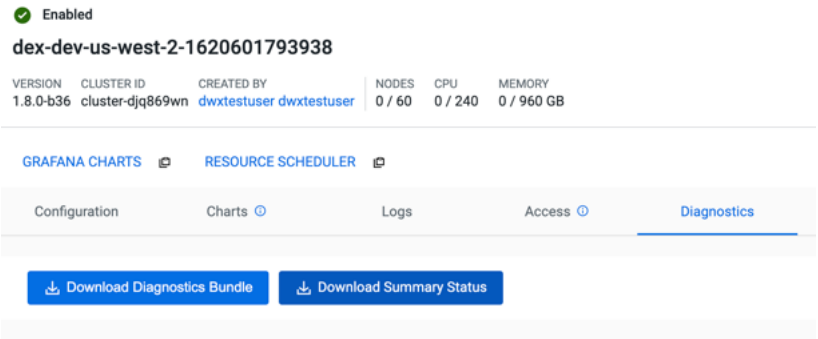
Procedure

1. Log in to the CDP web interface and navigate to the CDE service.
2. In the CDE service, click Overview in the left navigation panel, and select the CDE Service for which you want to download a summary status.

3. In the selected CDE service, click on the three dots to see a drop down menu, and select the Download Diagnostics option.



4. It takes you to the Diagnostics tab of the Service details. Click the Download Summary Status button.



5. Summary Status gets downloaded on your local machine in a Zip file.

Results

When you extract the Summary Status ZIP file that you downloaded from CDE UI, you can see the directories that contain files in JSON format.

Below is an example of format of the Zip file for Summary Status:

Note: In the extracted Summary Status file, cluster.json refers to the CDE service and 'instances' refer to CDE virtual clusters.

```
cde-service-diagnostics-{clusterID}-{timestamp}/
  cluster.json            # output from cluster describe
  cluster-events.json     # output from get cluster events
  cloud-diagnostics.json  # cloud resource status (RDS, EFS, EKS, LB, ...)
  instances/
    {id}.json             # output from instance id describe
    {id}-events.json      # output from get instance id events
  kubernetes/             # kubernetes resource status for all relevant obj
ects and namespaces
    nodes.json
    {namespace}/
      namespace.json
      pods.json
      events.json
      deployments.json
      replicasets.json
      services.json
      daemonsets.json
    {namespace}/
      namespace.json
      pods.json
      events.json
```

```
      deployments.json
      replicasets.json
      services.json
      daemonsets.json
    ...
```