Cloudera Data Warehouse Private Cloud 1.4.0

Troubleshooting

Date published: 2020-08-17
Date modified: 2022-09-16



https://docs.cloudera.com/

Legal Notice

© Cloudera Inc. 2025. All rights reserved.

The documentation is and contains Cloudera proprietary information protected by copyright and other intellectual property rights. No license under copyright or any other intellectual property right is granted herein.

Unless otherwise noted, scripts and sample code are licensed under the Apache License, Version 2.0.

Copyright information for Cloudera software may be found within the documentation accompanying each component in a particular release.

Cloudera software includes software from various open source or other third party projects, and may be released under the Apache Software License 2.0 (“ASLv2”), the Affero General Public License version 3 (AGPLv3), or other license terms. Other software included may be released under the terms of alternative open source licenses. Please review the license and notice files accompanying the software for additional licensing information.

Please visit the Cloudera software product page for more information on Cloudera software. For more information on Cloudera support services, please visit either the Support or Sales page. Feel free to contact us directly to discuss your specific needs.

Cloudera reserves the right to change any products at any time, and without notice. Cloudera assumes no responsibility nor liability arising from the use of products, except as expressly agreed to in writing by Cloudera.

Cloudera, Cloudera Altus, HUE, Impala, Cloudera Impala, and other Cloudera marks are registered or unregistered trademarks in the United States and other countries. All other trademarks are the property of their respective owners.

Disclaimer: EXCEPT AS EXPRESSLY PROVIDED IN A WRITTEN AGREEMENT WITH CLOUDERA, CLOUDERA DOES NOT MAKE NOR GIVE ANY REPRESENTATION, WARRANTY, NOR COVENANT OF ANY KIND, WHETHER EXPRESS OR IMPLIED, IN CONNECTION WITH CLOUDERA TECHNOLOGY OR RELATED SUPPORT PROVIDED IN CONNECTION THEREWITH. CLOUDERA DOES NOT WARRANT THAT CLOUDERA PRODUCTS NOR SOFTWARE WILL OPERATE UNINTERRUPTED NOR THAT IT WILL BE FREE FROM DEFECTS NOR ERRORS, THAT IT WILL PROTECT YOUR DATA FROM LOSS, CORRUPTION NOR UNAVAILABILITY, NOR THAT IT WILL MEET ALL OF CUSTOMER’S BUSINESS REQUIREMENTS. WITHOUT LIMITING THE FOREGOING, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CLOUDERA EXPRESSLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A PARTICULAR PURPOSE AND ANY REPRESENTATION, WARRANTY, OR COVENANT BASED ON COURSE OF DEALING OR USAGE IN TRADE.

Contents

Downloading Hive diagnostic bundles in Data Warehouse Private Cloud.....4

Downloading Hive diagnostic bundles in Data Warehouse Private Cloud

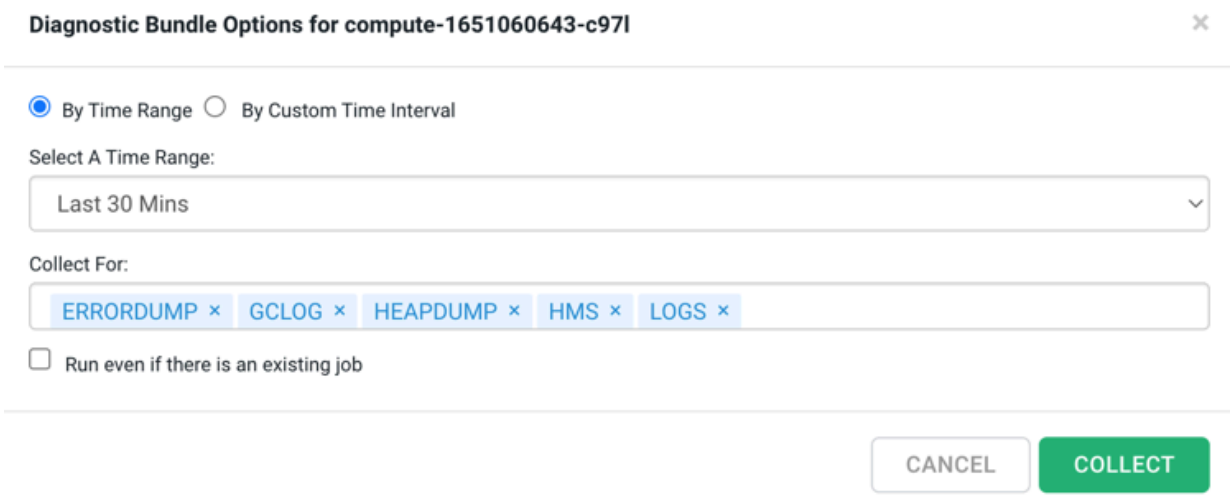
You can download diagnostic bundles for troubleshooting a Hive Virtual Warehouse in Cloudera Data Warehouse (CDW) Private Cloud. The diagnostic bundles contain log files for the sidecar containers that support Hive components and for the components themselves. These diagnostic bundles are stored on HDFS in the form of ZIP files.

About this task

The log files are generated when you run some workloads on your Hive Virtual Warehouse.

Procedure

1. Log in to the Data Warehouse service as a DWAdmin.
2. Go to a Hive Virtual Warehouse and click ⋮ Collect Diagnostic Bundle .
   The options for generating the diagnostic bundles are displayed as shown in the following image:



3. Select the time period for which you want to generate the logs.
   - Select the By Time Range option to generate logs from last 30 minutes, one hour, 12 hours, or 24 hours.
   - Select By Custom Time Interval option to generate logs for a specific time period based on your requirement.

   Note: You must set the time range as per the UTC timezone.
4. Select the categories for which you want to generate the logs by selecting the options from the Collect For section.
   By default, ERRORDUMP, GCLOG, HEAPDUMP, HMS, LOGS are selected. Click X to remove the ones you do not need.
   - ERRORDUMP contains exceptions from the containers
   - CGLOG contains JVM garbage collector-related logs
   - HEAPDUMP contains JVM heapdump
   - HMS contains sidecar container logs that support the metastore
   - LOGS contains logs of Hive, Coordinator, and Executor processes and their supporting containers
5. Select the Run even if there is an existing job option to trigger another diagnostic bundle creation when one job is running.

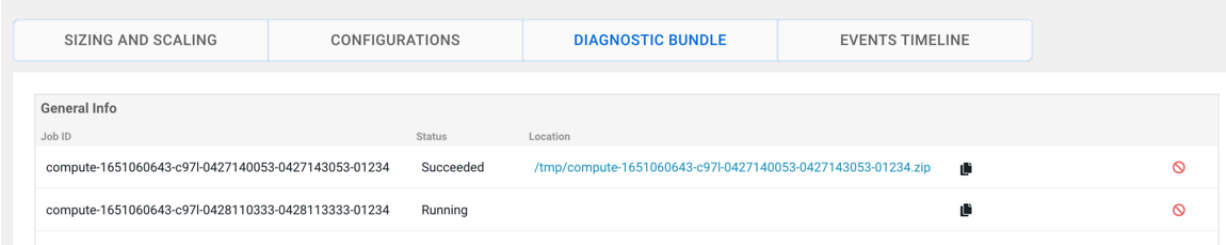
6. Click COLLECT.

   The following message is displayed: Collection of Diagnostic Bundle for compute-1651060643-c97l initiated. Please go to details page for more information.

7. Go to the Virtual Warehouses details page by clicking ⋮ Edit .

8. Go to the **DIAGNOSTIC BUNDLE** tab.

   The jobs that have been triggered for generating the diagnostic bundles are displayed, as shown in the following image:



9. Click on the link in the Location column to download the diagnostic bundle to your computer.