

VOTIRO

Votiro Cloud - Implementation

# Troubleshooting Playbook

June 2024

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# 1 Introduction

The purpose of this Troubleshooting Playbook is to provide technical support for your implementation of Votiro Cloud.

The playbook is split into sections to help you identify the most likely stage the problem occurred, determine the source of the problem, and resolve it. The four sections relating to the stages of the implementation are:

- **Verify Fallback State** – this stage verifies the cluster could revert quickly in case of any issues with the deployment.
- [Connectivity and Disk Speed Checks](#) – this stage checks the connectivity between the Nodes, and that the disk speed is sufficient for the cluster operation.
- [Installation Checks](#) – this stage checks that the cluster was deployed successfully and that all cluster components are running as expected.
- [Post Implementation Checks](#) – this stage checks the license creation and file sanitization, ensuring the **Test File** feature is functioning correctly.

Should you require additional assistance troubleshooting your implementation, contact Votiro's Support team by email at [support@votiro.com](mailto:support@votiro.com).

## 2 Connectivity and Disk Speed Checks

### 2.1 Perform Connectivity Check between Nodes

#### Action:

Check connectivity from the first node to each of the other nodes, using the *Ping* command .

Check connectivity from node 0 to each of the other nodes, using the *SSH* command.

#### Diagnosis:

- *Ping* is unreachable.
- Unable to SSH from Node 0 to the other nodes.

#### Resolution:

Perform these additional checks:

- Segmentation between the 3 nodes.
- FW or any other networking component between nodes.
- Other SSH traffic is allowed to pass in the segment.

### 2.2 Perform Internet Connectivity Check

#### Action:

Perform an internet connectivity check, using the following command:

```
#curl https://votiroregistry.azurecr.io/v2/ -v
```

#### Diagnosis:

- cURL command returns a timeout response.

#### Resolution:

If there is a proxy, configure it and check connectivity, using the following command:

```
#curl -x 'http://USER:PASSWORD@PROXY' -v  
https://votiroregistry.azurecr.io/v2/
```

#### Note

USER:PASS is for a proxy that requires authentication.

After PROXY you should add port: PROXY\_IP:PROXY\_PORT

If there is no proxy and no internet connectivity, disable **Safebrowsing**.

## 2.3 Verify Network Configuration and Unique Hostname for each Node

### Action:

To verify your network configuration, use the *nmtui* tool.

Check the hostname, using the following command:

```
#hostname.
```

Check the IP address using the following command:

```
#ip addr | grep ens160.
```

### Diagnosis:

- Hostnames configured with uppercase or underscore.
- Hostnames are not configured – all hostnames are the same.
- IP addresses were not configured.

### Resolution:

If the hostnames or IPs are not unique, configure using the command `#nmtui`

1. Edit a connection.
2. Set up IPv4 Configuration to be **Manual**, click **Show**.
3. Add Address, Gateway, DNS servers.
4. Click **OK**, then click **Back**.
5. Set the system hostname (you may use the FQDN) (all lowercase, numbers and “-“):
6. Quit the *nmtui*.
7. Restart the machine, using the following command:

```
#reboot.
```

Once the machines are back up, check the *hostname* and *IP* again to confirm the change.

## 2.4 Check Disk Speed

### Action:

To check the disk speed, use the *healthcheck* script. The disk speed check is embedded towards the end of the output on your screen.

Connect to each node, then use the following command:

```
#hdparm -Tt /dev/sda
```

The output you should receive is as follows:

```
/dev/sda:
Timing cached reads:   11150 MB in  1.99 seconds = 5593.75 MB/sec
Timing buffered disk reads: 718 MB in  3.00 seconds = 238.96 MB/sec
```

### Diagnosis:

- The *hdparm* command is not found.
- OVF for Version 9.3 or earlier, does not have the utility built-in.

### Resolution:

If there is internet connectivity, manually install *hdparm*, using the following command:

```
#sudo yum install hdparm
```

During the install you will be prompted to proceed with the install, enter **Y**.

The expected output for *hdparm* is at least the values in the screenshot in the **Action** section above. In case you get lower results, check the type of disks being used in the environment, and what competing activity there is on the host.

## 3 Installation Checks

### 3.1 Check Cluster Health

#### Action:

To verify all components are running correctly, use this short sanity-check on your system. The *healthcheck* script can be found in the OVF.

To execute the *healthcheck* script, navigate to the */root* folder, then use the following command:

```
#./healthcheck
```

The expected results are:

- No pods with issues.
- No errors in Redis pods.
- All elastic pods are running.

You may proceed to open the UI when the following conditions are met:

- All pods are running.
- The Redis cluster is in its desired state.
- Disk speeds are at the required rates.

Login to the Management Dashboard and upload a file using the **Test File** feature on the **Policies** page.

#### Diagnosis:

- One of the nodes' state is **Not Ready**.

#### Resolution:

Check for errors, using the following command:

```
#kubectl describe node NodeName -n votiro
```

### 3.2 Check Redis Cluster Health

#### Action:

Check the Redis cluster, using the *healthcheck* script.

#### Diagnosis:

- Redis cluster status: fail.
- Cluster known nodes: less than 6.
- Cluster size: less than 3.

Nodes details:

- Master-fail.
- Slave-fail.
- Redis nodes are in *crashloopback* state.

### Resolution:

Reset redis, using the following command:

```
#!/root/reser-redis.sh
```

## 3.3 Check Cluster Health - Pods not Running

### Action:

Check the status of pods, that they are not in a Running State after the Installation / Upgrade, using the following command:

```
#kubectl get pods -n votiro
```

Pod status: imagepullbackoff error \ crashloopbackoff

### Diagnosis:

- To further understand what happened on the affected pod, use the following command:

```
#kubectl describe pod <pod-name> -n Votiro | grep -A20  
Events
```

Scroll down to see the Events.

### Resolution:

If the error is clear, act accordingly to resolve the issue.

If not address support with the describe output.

## 3.4 Check Cluster Health - Pods in imagepullback \ ImageErr

### Action:

To further understand the issue with the affected pod, use the following command:

```
#kubectl describe pod <pod-name> -n Votiro | grep -A20 Events
```

### Diagnosis:

- The image attempting to be loaded does not exist, using the following command:

```
#Docker images | grep "<docker_image>"
```

**Resolution:**

Load the images manually.

Navigate to the **Upgrade** folder, and use the following command:

```
docker load -i images.tar
```

**3.5 Perform CPU Readiness Check**

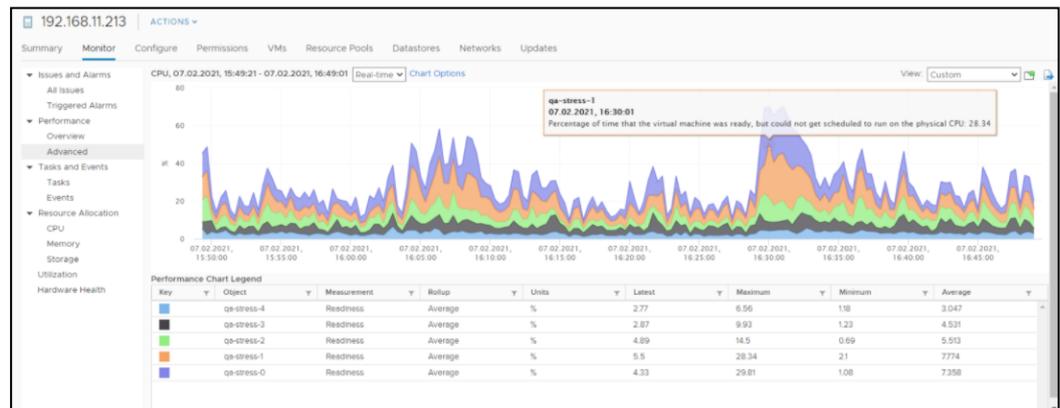
**Action:**

To monitor the VM host perform a CPU readiness check to ensure the percentage time the VM was ready, but could not run on the physical CPU.

To view information about the VM readiness, use the following steps:

1. Open ESXi.
2. Select the host where the VMS are deployed.
3. Naviage to the **Monitor** pane.
4. Select **Performance > Advanced > Real-time**.
5. Edit **Chart Options**.
  - a. For **Counters**, select **Readiness**.
  - b. For **Chart Type**, select **Stacked Graph per VM**.
  - c. For **Select object for this chart**, select **5 nodes cluster**.
6. Click OK.

A graph will be created, for example:



**Diagnosis:**

Assess the results detailed on your graph with the analysis information in the table below. These details are based on a machine with 16 virtual cores.

Ref	CPU Summation	CPU Readiness	Status
1	15,000 ms	4.69%	Green - no problem present
2	16,000 ms	5.00%	Amber - application performance may be impacted
3	32,000 ms	10.00%	Red - application performance may be impacted

**Resolution:**

If your status is not green, continue with other checks.

**3.6 Co-Stop**

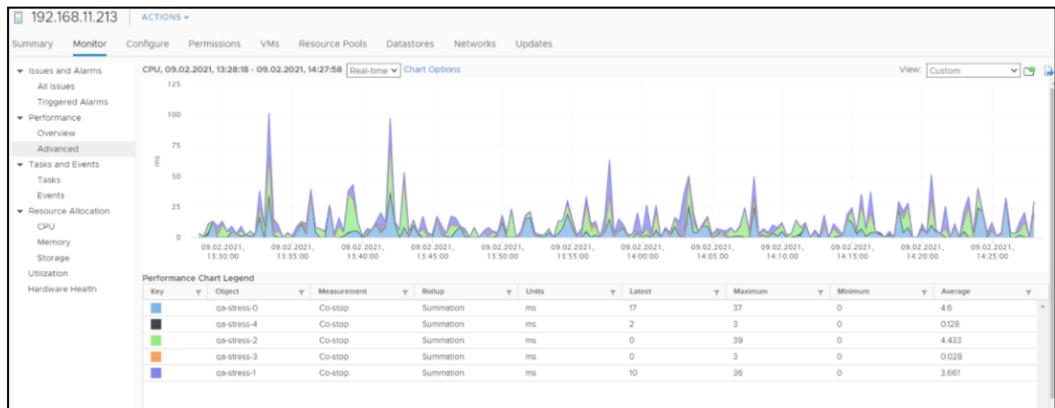
**Action:**

Determine the time that the VM is ready to run, but unable to due to co-scheduling constraints.

To view information about the VM readiness, use the following steps:

1. Open ESXi.
2. Select the host where the VMS are deployed.
3. Naviage to the **Monitor** pane.
4. Select **Performance > Advanced > Real-time**.
5. Edit **Chart Options**.
  - a. For **Counters**, select **Co-Stop**.
  - b. For **Chart Type**, select **Stacked Graph per VM**.
  - c. For **Select object for this chart**, select **5 nodes cluster**.
6. Click OK.

A graph will be created, for example:



**Diagnosis:**

The Co-Stop value is the amount of time an SMP VM was ready to run and incurred a delay due to co-vCPU scheduling contention.

Assess the results detailed on your graph.

**Resolution:**

When the result of running #ESXi is less than 3%, or vSphere monitor is less than 10 ms during the time period assessed, continue with other checks.

## 4 Post Implementation Checks

### 4.1 License Creation - Problem Exporting License

#### Action:

Open the Management Dashboard and navigate to **System Setup > License**. Click **Generate**.

A LicensePackage.zip file is generated.

#### Diagnosis:

- License is not exported.
- Problem in the UI in the license exporting phase.

#### Resolution:

Obtain the *systemId* manually:

1. Login to Node1.
2. Use command:  

```
#kubectl get cm system-config -n votiro -o yaml | grep systemId:
```
3. Request a license by sending the *systemId*, customer details and the license expiration date, to Votiro support by email at support@votiro.com. Alternatively, generate a license using the Votiro license server.

### 4.2 Test a File - File is blocked due to an Error in Positive Selection

#### Action:

Files with URLs may be blocked if the Virtual Appliance cannot reach the internet.

#### Diagnosis:

- Proxy is blocking access.
- Geo location block in FW.
- Any other networking issues.

#### Resolution:

Disable **Safebrowsing** manually, using these steps:

1. Login to Node 1.
2. Use the following command:

```
#kubectl edit cm system-config -n votiro -o yaml
```

3. Set the value of parameter **SafebrowsingIsEnabled:** to **False**.
4. Restart the relevant pods, using the following command:

```
- #kubectl get pods -n votiro | awk '/officex|office-  
|pdf|eml/{print $1}' | xargs kubectl delete -n votiro pod
```

## 5 How to Troubleshoot NTP using Timesyncd in VA v9.9

Because we replaced chrony with timesyncd in v9.9, there's a need to configure NTP using the procedure below.

**Note:** This procedure is valid only in VA v9.9 and later.

### 5.1 Procedure

1. To verify the currently used service for NTP, run the command below (inactive\dead or running\active):

```
systemctl list-units --type=service -all | grep timesyncd
```

It should look like this when timesyncd is used:

```
systemd-timesyncd.service
```

2. If this is not the current state, run the following to disable\enable the service:

```
systemctl stop systemd-timesyncd.service
```

```
systemctl disable systemd-timesyncd.service
```

3. To check if the clock is synchronized - run:

```
timedatectl | grep synchronized
```

4. If synced, it should display **yes**, as shown:

```
System clock synchronized: yes
```

5. If it's not synced, you can troubleshoot it using the following commands:

- ◆ Check the service status:

```
systemctl status systemd-timesyncd
```

For example:

```

● systemd-timesyncd.service - Network Time Synchronization
   Loaded: loaded (/lib/systemd/system/systemd-timesyncd.service; enabled; vendor preset: enabled)
   Active: active (running) since Sun 2024-05-12 13:25:03 UTC; 3 days ago
     Docs: man:systemd-timesyncd.service(8)
  Main PID: 847 (systemd-timesyn)
   Status: "Initial synchronization to time server 185.217.99.236:123 (pool.ntp.org)."
```

```

   Tasks: 2 (limit: 28767)
  Memory: 1.4M
     CPU: 762ms
  CGroup: /system.slice/systemd-timesyncd.service
          └─847 /lib/systemd/systemd-timesyncd

May 12 13:25:03 zorel-1 systemd[1]: Started Network Time Synchronization.
May 12 13:25:03 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:04 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:06 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:06 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:06 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:06 zorel-1 systemd-timesyncd[847]: Network configuration changed, trying to establish connection.
May 12 13:25:16 zorel-1 systemd-timesyncd[847]: Initial synchronization to time server 185.217.99.236:123 (pool.ntp.org)

```

- ◆ You can restart the service using:

```
systemctl restart systemd-timesyncd
```

## 5.2 Configuration

1. The configuration is done via the inventory.yaml file as shown below:

```
time_zone: Etc/UTC # list of time zones: https://en.wikipedia.org/wiki/List_of_tz_database_time_zones
ntp_servers: "pool.ntp.org time.google.com" # list of ntp servers separated by space
```

2. Use the following link to get the desired time zone: [List of tz database time zones](#)
3. Specify the server from which to fetch time for **timedatectl** and **timesyncd** in **/etc/systemd/timesyncd.conf**.
4. Additional config files can be stored in **/etc/systemd/timesyncd.conf.d/**.
5. The entries for **NTP=** and **FallbackNTP=** are space-separated lists.
6. For more details, run:

```
man timesyncd.conf
```