OpenShift Container Platform 4.13

Support

Getting support for OpenShift Container Platform
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Abstract

This document provides information on getting support from Red Hat for OpenShift Container Platform. It also contains information about remote health monitoring through Telemetry and the Insights Operator. The document also details the benefits that remote health monitoring provides.
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CHAPTER 1. SUPPORT OVERVIEW

Red Hat offers cluster administrators tools for gathering data for your cluster, monitoring, and troubleshooting.

1.1. GET SUPPORT

Get support: Visit the Red Hat Customer Portal to review knowledge base articles, submit a support case, and review additional product documentation and resources.

1.2. REMOTE HEALTH MONITORING ISSUES

Remote health monitoring issues: OpenShift Container Platform collects telemetry and configuration data about your cluster and reports it to Red Hat by using the Telemeter Client and the Insights Operator. Red Hat uses this data to understand and resolve issues in connected cluster. Similar to connected clusters, you can Use remote health monitoring in a restricted network. OpenShift Container Platform collects data and monitors health using the following:

- **Telemetry**: The Telemetry Client gathers and uploads the metrics values to Red Hat every four minutes and thirty seconds. Red Hat uses this data to:
  - Monitor the clusters.
  - Roll out OpenShift Container Platform upgrades.
  - Improve the upgrade experience.

- **Insight Operator**: By default, OpenShift Container Platform installs and enables the Insight Operator, which reports configuration and component failure status every two hours. The Insight Operator helps to:
  - Identify potential cluster issues proactively.
  - Provide a solution and preventive action in Red Hat OpenShift Cluster Manager.

You can review telemetry information.

If you have enabled remote health reporting, Use Insights to identify issues. You can optionally disable remote health reporting.

1.3. GATHER DATA ABOUT YOUR CLUSTER

Gather data about your cluster: Red Hat recommends gathering your debugging information when opening a support case. This helps Red Hat Support to perform a root cause analysis. A cluster administrator can use the following to gather data about your cluster:

- **The must-gather tool** Use the must-gather tool to collect information about your cluster and to debug the issues.

- **sosreport**: Use the sosreport tool to collect configuration details, system information, and diagnostic data for debugging purposes.

- **Cluster ID**: Obtain the unique identifier for your cluster, when providing information to Red Hat Support.
• **Bootstrap node journal logs**: Gather `bootkube.service.journal` unit logs and container logs from the bootstrap node to troubleshoot bootstrap-related issues.

• **Cluster node journal logs**: Gather `journal` unit logs and logs within `/var/log` on individual cluster nodes to troubleshoot node-related issues.

• **A network trace**: Provide a network packet trace from a specific OpenShift Container Platform cluster node or a container to Red Hat Support to help troubleshoot network-related issues.

• **Diagnostic data**: Use the `redhat-support-tool` command to gather diagnostic data about your cluster.

### 1.4. TROUBLESHOOTING ISSUES

A cluster administrator can monitor and troubleshoot the following OpenShift Container Platform component issues:

• **Installation issues**: OpenShift Container Platform installation proceeds through various stages. You can perform the following:
  - Monitor the installation stages.
  - Determine at which stage installation issues occur.
  - Investigate multiple installation issues.
  - Gather logs from a failed installation.

• **Node issues**: A cluster administrator can verify and troubleshoot node-related issues by reviewing the status, resource usage, and configuration of a node. You can query the following:
  - Kubelet’s status on a node.
  - Cluster node journal logs.

• **Crio issues**: A cluster administrator can verify CRI-O container runtime engine status on each cluster node. If you experience container runtime issues, perform the following:
  - Gather CRI-O journald unit logs.
  - Cleaning CRI-O storage.

• **Operating system issues**: OpenShift Container Platform runs on Red Hat Enterprise Linux CoreOS. If you experience operating system issues, you can investigate kernel crash procedures. Ensure the following:
  - Enable kdump.
  - Test the kdump configuration.
  - Analyze a core dump.

• **Network issues**: To troubleshoot Open vSwitch issues, a cluster administrator can perform the following:
  - Configure the Open vSwitch log level temporarily.
  - Configure the Open vSwitch log level permanently.
Display Open vSwitch logs.

- **Operator issues**: A cluster administrator can do the following to resolve Operator issues:
  - Verify Operator subscription status.
  - Check Operator pod health.
  - Gather Operator logs.

- **Pod issues**: A cluster administrator can troubleshoot pod-related issues by reviewing the status of a pod and completing the following:
  - Review pod and container logs.
  - Start debug pods with root access.

- **Source-to-image issues**: A cluster administrator can observe the S2I stages to determine where in the S2I process a failure occurred. Gather the following to resolve Source-to-Image (S2I) issues:
  - Source-to-Image diagnostic data.
  - Application diagnostic data to investigate application failure.

- **Storage issues**: A multi-attach storage error occurs when the mounting volume on a new node is not possible because the failed node cannot unmount the attached volume. A cluster administrator can do the following to resolve multi-attach storage issues:
  - Enable multiple attachments by using RWX volumes.
  - Recover or delete the failed node when using an RWO volume.

- **Monitoring issues**: A cluster administrator can follow the procedures on the troubleshooting page for monitoring. If the metrics for your user-defined projects are unavailable or if Prometheus is consuming a lot of disk space, check the following:
  - Investigate why user-defined metrics are unavailable.
  - Determine why Prometheus is consuming a lot of disk space.

- **Logging issues**: A cluster administrator can follow the procedures on the troubleshooting page for OpenShift Logging issues. Check the following to resolve logging issues:
  - **Status of the Logging Operator**.
  - **Status of the Log store**.
  - **Troubleshooting logging alerts**.
  - Information about your OpenShift logging environment using `oc adm must-gather` command.

- **OpenShift CLI (oc) issues**: Investigate OpenShift CLI (oc) issues by increasing the log level.
CHAPTER 2. MANAGING YOUR CLUSTER RESOURCES

You can apply global configuration options in OpenShift Container Platform. Operators apply these configuration settings across the cluster.

2.1. INTERACTING WITH YOUR CLUSTER RESOURCES

You can interact with cluster resources by using the OpenShift CLI (oc) tool in OpenShift Container Platform. The cluster resources that you see after running the `oc api-resources` command can be edited.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have access to the web console or you have installed the `oc` CLI tool.

Procedure

1. To see which configuration Operators have been applied, run the following command:

   ```bash
   $ oc api-resources -o name | grep config.openshift.io
   ```

2. To see what cluster resources you can configure, run the following command:

   ```bash
   $ oc explain <resource_name>.config.openshift.io
   ```

3. To see the configuration of custom resource definition (CRD) objects in the cluster, run the following command:

   ```bash
   $ oc get <resource_name>.config -o yaml
   ```

4. To edit the cluster resource configuration, run the following command:

   ```bash
   $ oc edit <resource_name>.config -o yaml
   ```
CHAPTER 3. GETTING SUPPORT

3.1. GETTING SUPPORT

If you experience difficulty with a procedure described in this documentation, or with OpenShift Container Platform in general, visit the Red Hat Customer Portal. From the Customer Portal, you can:

- Search or browse through the Red Hat Knowledgebase of articles and solutions relating to Red Hat products.
- Submit a support case to Red Hat Support.
- Access other product documentation.

To identify issues with your cluster, you can use Insights in OpenShift Cluster Manager Hybrid Cloud Console. Insights provides details about issues and, if available, information on how to solve a problem.

If you have a suggestion for improving this documentation or have found an error, submit a Jira issue for the most relevant documentation component. Please provide specific details, such as the section name and OpenShift Container Platform version.

3.2. ABOUT THE RED HAT KNOWLEDGEBASE

The Red Hat Knowledgebase provides rich content aimed at helping you make the most of Red Hat’s products and technologies. The Red Hat Knowledgebase consists of articles, product documentation, and videos outlining best practices on installing, configuring, and using Red Hat products. In addition, you can search for solutions to known issues, each providing concise root cause descriptions and remedial steps.

3.3. SEARCHING THE RED HAT KNOWLEDGEBASE

In the event of an OpenShift Container Platform issue, you can perform an initial search to determine if a solution already exists within the Red Hat Knowledgebase.

Prerequisites

- You have a Red Hat Customer Portal account.

Procedure

2. Click Search.
3. In the search field, input keywords and strings relating to the problem, including:
   - OpenShift Container Platform components (such as etcd)
   - Related procedure (such as installation)
   - Warnings, error messages, and other outputs related to explicit failures
4. Click the Enter key.
3.4. SUBMITTING A SUPPORT CASE

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).
- You have a Red Hat Customer Portal account.
- You have a Red Hat standard or premium Subscription.

Procedure

2. Click Get support.
3. On the Cases tab of the Customer Support page:
   a. Optional: Change the pre-filled account and owner, if needed.
   b. Select the appropriate category for your issue, such as Bug or Defect, and click Continue.
4. Enter the following information:
   a. In the Summary field, enter a concise but descriptive problem summary and further details about the symptoms being experienced, as well as your expectations.
   b. Select OpenShift Container Platform from the Product drop-down menu.
   c. Select 4.13 from the Version drop-down.
5. Review the list of suggested Red Hat Knowledgebase solutions for a potential match against the problem that is being reported. If the suggested articles do not address the issue, click Continue.
6. Review the updated list of suggested Red Hat Knowledgebase solutions for a potential match against the problem that is being reported. The list is refined as you provide more information during the case creation process. If the suggested articles do not address the issue, click Continue.
7. Ensure that the account information presented is as expected, and if not, amend accordingly.
8. Check that the autofilled OpenShift Container Platform Cluster ID is correct. If it is not, manually obtain your cluster ID.
   a. To manually obtain your cluster ID using the OpenShift Container Platform web console:
      b. Find the value in the Cluster ID field of the Details section.
• Alternatively, it is possible to open a new support case through the OpenShift Container Platform web console and have your cluster ID autofilled.
  
a. From the toolbar, navigate to (?) Help → Open Support Case.
  
b. The Cluster ID value is autofilled.
• To obtain your cluster ID using the OpenShift CLI (oc), run the following command:

```
$ oc get clusterversion -o jsonpath='{.items[].spec.clusterID}"
```

9. Complete the following questions where prompted and then click Continue:

• Where are you experiencing the behavior? What environment?
• When does the behavior occur? Frequency? Repeatedly? At certain times?
• What information can you provide around time-frames and the business impact?

10. Upload relevant diagnostic data files and click Continue. It is recommended to include data gathered using the oc adm must-gather command as a starting point, plus any issue specific data that is not collected by that command.

11. Input relevant case management details and click Continue.

12. Preview the case details and click Submit.

### 3.5. ADDITIONAL RESOURCES

• For details about identifying issues with your cluster, see **Using Insights to identify issues with your cluster.**
CHAPTER 4. REMOTE HEALTH MONITORING WITH CONNECTED CLUSTERS

4.1. ABOUT REMOTE HEALTH MONITORING

OpenShift Container Platform collects telemetry and configuration data about your cluster and reports it to Red Hat by using the Telemeter Client and the Insights Operator. The data that is provided to Red Hat enables the benefits outlined in this document.

A cluster that reports data to Red Hat through Telemetry and the Insights Operator is considered a connected cluster.

Telemetry is the term that Red Hat uses to describe the information being sent to Red Hat by the OpenShift Container Platform Telemeter Client. Lightweight attributes are sent from connected clusters to Red Hat to enable subscription management automation, monitor the health of clusters, assist with support, and improve customer experience.

The Insights Operator gathers OpenShift Container Platform configuration data and sends it to Red Hat. The data is used to produce insights about potential issues that a cluster might be exposed to. These insights are communicated to cluster administrators on OpenShift Cluster Manager Hybrid Cloud Console.

More information is provided in this document about these two processes.

Telemetry and Insights Operator benefits

Telemetry and the Insights Operator enable the following benefits for end-users:

- **Enhanced identification and resolution of issues** Events that might seem normal to an end-user can be observed by Red Hat from a broader perspective across a fleet of clusters. Some issues can be more rapidly identified from this point of view and resolved without an end-user needing to open a support case or file a Jira issue.

- **Advanced release management** OpenShift Container Platform offers the candidate, fast, and stable release channels, which enable you to choose an update strategy. The graduation of a release from fast to stable is dependent on the success rate of updates and on the events seen during upgrades. With the information provided by connected clusters, Red Hat can improve the quality of releases to stable channels and react more rapidly to issues found in the fast channels.

- **Targeted prioritization of new features and functionality** The data collected provides insights about which areas of OpenShift Container Platform are used most. With this information, Red Hat can focus on developing the new features and functionality that have the greatest impact for our customers.

- **A streamlined support experience** You can provide a cluster ID for a connected cluster when creating a support ticket on the Red Hat Customer Portal. This enables Red Hat to deliver a streamlined support experience that is specific to your cluster, by using the connected information. This document provides more information about that enhanced support experience.

- **Predictive analytics** The insights displayed for your cluster on OpenShift Cluster Manager Hybrid Cloud Console are enabled by the information collected from connected clusters. Red Hat is investing in applying deep learning, machine learning, and artificial intelligence automation to help identify issues that OpenShift Container Platform clusters are exposed to.
4.1.1. About Telemetry

Telemetry sends a carefully chosen subset of the cluster monitoring metrics to Red Hat. The Telemeter Client fetches the metrics values every four minutes and thirty seconds and uploads the data to Red Hat. These metrics are described in this document.

This stream of data is used by Red Hat to monitor the clusters in real-time and to react as necessary to problems that impact our customers. It also allows Red Hat to roll out OpenShift Container Platform upgrades to customers to minimize service impact and continuously improve the upgrade experience.

This debugging information is available to Red Hat Support and Engineering teams with the same restrictions as accessing data reported through support cases. All connected cluster information is used by Red Hat to help make OpenShift Container Platform better and more intuitive to use.

Additional resources

- See the OpenShift Container Platform update documentation for more information about updating or upgrading a cluster.

4.1.1.1. Information collected by Telemetry

The following information is collected by Telemetry:

4.1.1.1.1. System information

- Version information, including the OpenShift Container Platform cluster version and installed update details that are used to determine update version availability
- Update information, including the number of updates available per cluster, the channel and image repository used for an update, update progress information, and the number of errors that occur in an update
- The unique random identifier that is generated during an installation
- Configuration details that help Red Hat Support to provide beneficial support for customers, including node configuration at the cloud infrastructure level, hostnames, IP addresses, Kubernetes pod names, namespaces, and services
- The OpenShift Container Platform framework components installed in a cluster and their condition and status
- Events for all namespaces listed as "related objects" for a degraded Operator
- Information about degraded software
- Information about the validity of certificates
- The name of the provider platform that OpenShift Container Platform is deployed on and the data center location

4.1.1.2. Sizing Information

- Sizing information about clusters, machine types, and machines, including the number of CPU cores and the amount of RAM used for each
- The number of etcd members and the number of objects stored in the etcd cluster
Number of application builds by build strategy type

4.1.1.3. Usage information

- Usage information about components, features, and extensions
- Usage details about Technology Previews and unsupported configurations

Telemetry does not collect identifying information such as usernames or passwords. Red Hat does not intend to collect personal information. If Red Hat discovers that personal information has been inadvertently received, Red Hat will delete such information. To the extent that any telemetry data constitutes personal data, please refer to the Red Hat Privacy Statement for more information about Red Hat’s privacy practices.

Additional resources

- See Showing data collected by Telemetry for details about how to list the attributes that Telemetry gathers from Prometheus in OpenShift Container Platform.
- See the upstream cluster-monitoring-operator source code for a list of the attributes that Telemetry gathers from Prometheus.
- Telemetry is installed and enabled by default. If you need to opt out of remote health reporting, see Opting out of remote health reporting.

4.1.2. About the Insights Operator

The Insights Operator periodically gathers configuration and component failure status and, by default, reports that data every two hours to Red Hat. This information enables Red Hat to assess configuration and deeper failure data than is reported through Telemetry.

Users of OpenShift Container Platform can display the report of each cluster in the Insights Advisor service on Red Hat Hybrid Cloud Console. If any issues have been identified, Insights provides further details and, if available, steps on how to solve a problem.

The Insights Operator does not collect identifying information, such as user names, passwords, or certificates. See Red Hat Insights Data & Application Security for information about Red Hat Insights data collection and controls.

Red Hat uses all connected cluster information to:

- Identify potential cluster issues and provide a solution and preventive actions in the Insights Advisor service on Red Hat Hybrid Cloud Console
- Improve OpenShift Container Platform by providing aggregated and critical information to product and support teams
- Make OpenShift Container Platform more intuitive

Additional resources

- The Insights Operator is installed and enabled by default. If you need to opt out of remote health reporting, see Opting out of remote health reporting.

4.1.2.1. Information collected by the Insights Operator
The following information is collected by the Insights Operator:

- General information about your cluster and its components to identify issues that are specific to your OpenShift Container Platform version and environment
- Configuration files, such as the image registry configuration, of your cluster to determine incorrect settings and issues that are specific to parameters you set
- Errors that occur in the cluster components
- Progress information of running updates, and the status of any component upgrades
- Details of the platform that OpenShift Container Platform is deployed on, such as Amazon Web Services, and the region that the cluster is located in
- Cluster workload information transformed into discreet Secure Hash Algorithm (SHA) values, which allows Red Hat to assess workloads for security and version vulnerabilities without disclosing sensitive details
- If an Operator reports an issue, information is collected about core OpenShift Container Platform pods in the `openshift-*` and `kube-*` projects. This includes state, resource, security context, volume information, and more.

Additional resources

- See Showing data collected by the Insights Operator for details about how to review the data that is collected by the Insights Operator.
- The Insights Operator source code is available for review and contribution. See the Insights Operator upstream project for a list of the items collected by the Insights Operator.

4.1.3. Understanding Telemetry and Insights Operator data flow

The Telemeter Client collects selected time series data from the Prometheus API. The time series data is uploaded to api.openshift.com every four minutes and thirty seconds for processing.

The Insights Operator gathers selected data from the Kubernetes API and the Prometheus API into an archive. The archive is uploaded to OpenShift Cluster Manager Hybrid Cloud Console every two hours for processing. The Insights Operator also downloads the latest Insights analysis from OpenShift Cluster Manager Hybrid Cloud Console. This is used to populate the Insights status pop-up that is included in the Overview page in the OpenShift Container Platform web console.

All of the communication with Red Hat occurs over encrypted channels by using Transport Layer Security (TLS) and mutual certificate authentication. All of the data is encrypted in transit and at rest.

Access to the systems that handle customer data is controlled through multi-factor authentication and strict authorization controls. Access is granted on a need-to-know basis and is limited to required operations.

Telemetry and Insights Operator data flow
Additional resources

- See Monitoring overview for more information about the OpenShift Container Platform monitoring stack.

- See Configuring your firewall for details about configuring a firewall and enabling endpoints for Telemetry and Insights

4.1.4. Additional details about how remote health monitoring data is used

The information collected to enable remote health monitoring is detailed in Information collected by Telemetry and Information collected by the Insights Operator.

As further described in the preceding sections of this document, Red Hat collects data about your use of the Red Hat Product(s) for purposes such as providing support and upgrades, optimizing performance or configuration, minimizing service impacts, identifying and remediating threats, troubleshooting, improving the offerings and user experience, responding to issues, and for billing purposes if applicable.

Collection safeguards

Red Hat employs technical and organizational measures designed to protect the telemetry and configuration data.

Sharing

Red Hat may share the data collected through Telemetry and the Insights Operator internally within Red Hat to improve your user experience. Red Hat may share telemetry and configuration data with its business partners in an aggregated form that does not identify customers to help the partners better understand their markets and their customers' use of Red Hat offerings or to ensure the successful integration of products jointly supported by those partners.

Third parties

Red Hat may engage certain third parties to assist in the collection, analysis, and storage of the Telemetry and configuration data.

User control / enabling and disabling telemetry and configuration data collection

You may disable OpenShift Container Platform Telemetry and the Insights Operator by following the instructions in Opting out of remote health reporting.

4.2. SHOWING DATA COLLECTED BY REMOTE HEALTH MONITORING

As an administrator, you can review the metrics collected by Telemetry and the Insights Operator.
4.2.1. Showing data collected by Telemetry

You can view the cluster and components time series data captured by Telemetry.

Prerequisites

- You have installed the OpenShift Container Platform CLI (oc).
- You have access to the cluster as a user with the `cluster-admin` role or the `cluster-monitoring-view` role.

Procedure

1. Log in to a cluster.

2. Run the following command, which queries a cluster’s Prometheus service and returns the full set of time series data captured by Telemetry:

   ```bash
   $ curl -G -k -H "Authorization: Bearer $(oc whoami -t)" \
   https://$(oc get route prometheus-k8s-federate -n openshift-monitoring -o jsonpath={.spec.host})/federate \
   --data-urlencode 'match[]={__name__=~"cluster:usage:.\*"} \
   --data-urlencode 'match[]={__name__="count:up0"} \
   --data-urlencode 'match[]={__name__="count:up1"} \
   --data-urlencode 'match[]={__name__="cluster_version"} \
   --data-urlencode 'match[]={__name__="cluster_version_available_updates"} \
   --data-urlencode 'match[]={__name__="cluster_version_capability"} \
   --data-urlencode 'match[]={__name__="cluster_operator_up"} \
   --data-urlencode 'match[]={__name__="cluster_operator_conditions"} \
   --data-urlencode 'match[]={__name__="cluster_version_payload"} \
   --data-urlencode 'match[]={__name__="cluster_installer"} \
   --data-urlencode 'match[]={__name__="cluster_infrastructure_provider"} \
   --data-urlencode 'match[]={__name__="cluster_feature_set"} \
   --data-urlencode 'match[]={__name__="instance:etcd_object_counts:sum"} \
   --data-urlencode 'match[]={__name__="ALERTS",alertstate="firing"} \
   --data-urlencode 'match[]={__name__="code:apiserver_request_total:rate:sum"} \
   --data-urlencode 'match[]={__name__="cluster:cpu_usage_cores:sum"} \
   --data-urlencode 'match[]={__name__="cluster:memory_usage_bytes:sum"} \
   --data-urlencode 'match[]={__name__="openshift:cpu_usage_cores:sum"} \
   --data-urlencode 'match[]={__name__="openshift:memory_usage_bytes:sum"} \
   --data-urlencode 'match[]={__name__="workload:cpu_usage_cores:sum"} \
   --data-urlencode 'match[]={__name__="workload:memory_usage_bytes:sum"} \
   --data-urlencode 'match[]={__name__="cluster:virt_platform_nodes:sum"} \
   --data-urlencode 'match[]={__name__="cluster:node_instance_type_count:sum"} \
   --data-urlencode 'match[]={__name__="cnv:vmi_status_running:count"} \
   --data-urlencode 'match[]={__name__="cluster:vmi_request_cpu_cores:sum"} \
   --data-urlencode 'match[]={__name__="node_role_os_version_machine:cpu_capacity_cores:sum"} \
   --data-urlencode 'match[]={__name__="node_role_os_version_machine:cpu_capacity_sockets:sum"} \
   --data-urlencode 'match[]={__name__="subscription_sync_total"} \
   --data-urlencode 'match[]={__name__="olm_resolution_duration_seconds"} \
   --data-urlencode 'match[]={__name__="csv_succeeded"} \
   --data-urlencode 'match[]={__name__="csv_abnormal"} \
   ```
--data-urlencode 'match[]={__name__="cluster:kube_persistentvolumeclaim_resource_requests_storage_bytes:provisioner:sum"}'
--data-urlencode 'match[]={__name__="cluster:kubelet_volume_stats_used_bytes:provisioner:sum"}'
--data-urlencode 'match[]={__name__="odf_system_raw_capacity_total_bytes"}'
--data-urlencode 'match[]={__name__="odf_system_raw_capacity_used_bytes"}'
--data-urlencode 'match[]={__name__="job:kubernetes_pod_count"}'
--data-urlencode 'match[]={__name__="job:odf_system_pvs_count"}'
--data-urlencode 'match[]={__name__="job:ceph_pools_iops:total"}'
--data-urlencode 'match[]={__name__="job:ceph_pools_iops_bytes:total"}'
--data-urlencode 'match[]={__name__="job:ceph_versions_running:count"}'
--data-urlencode 'match[]={__name__="job:noobaa_bucket_count:sum"}'
--data-urlencode 'match[]={__name__="odf_system_bucket_count", system_type="OCS", system_vendor="Red Hat"}'
--data-urlencode 'match[]={__name__="odf_system_objects_total", system_type="OCS", system_vendor="Red Hat"}'
--data-urlencode 'match[]={__name__="noobaa_accounts_num"}'
--data-urlencode 'match[]={__name__="noobaa_total_usage"}'
--data-urlencode 'match[]={__name__="console_url"}'
--data-urlencode 'match[]={__name__="cluster:ovnkube_master_egress_routing_via_host:max"}'
--data-urlencode 'match[]={__name__="cluster:network_attachment_definition_instances:max"}'
--data-urlencode 'match[]={__name__="cluster:network_attachment_definition_enabled_instance_up:max"}'
--data-urlencode 'match[]={__name__="cluster:ingress_controller_aws_nlb_active:sum"}'
--data-urlencode 'match[]={__name__="cluster:route_metrics_controller_routes_per_shard:min"}'
--data-urlencode 'match[]={__name__="cluster:route_metrics_controller_routes_per_shard:max"}'
--data-urlencode 'match[]={__name__="cluster:route_metrics_controller_routes_per_shard:avg"}'
--data-urlencode 'match[]={__name__="cluster:route_metrics_controller_routes_per_shard:median"}'
--data-urlencode 'match[]={__name__="cluster:apiserver_current_inflight_requests:sum:max_over_time:2m"}'
--data-urlencode 'match[]={__name__="cluster:alertmanager_integrations:max"}'
--data-urlencode 'match[]={__name__="cluster:telemetry_selected_series:count"}'
--data-urlencode 'match[]={__name__="openshift:prometheus_tsdb_head_series:sum"}'
--data-urlencode 'match[]={__name__="openshift:prometheus_tsdb_head_samples_appended_total:sum"}'
--data-urlencode 'match[]={__name__="monitoring:container_memory_working_set_bytes:sum"}'
--data-urlencode 'match[]={__name__="namespace_job:scrape_series_added:topk3_sum1h"}'}
--data-urlencode 'match[]=\n{__name__="namespace_job:scrape_samples_post_metric_relabeling:topk3"}\
--data-urlencode 'match[]=\n{__name__="monitoring:haproxy_server_http_responses_total:sum"}\
--data-urlencode 'match[]=\n{__name__="status:upgrading:version:rhoam_state:max"}\
--data-urlencode 'match[]=\n{__name__="state:rhoam_critical_alerts:max"}\
--data-urlencode 'match[]=\n{__name__="state:rhoam_warning_alerts:max"}\
--data-urlencode 'match[]=\n{__name__="rhoam_7d_slo_percentile:max"}\
--data-urlencode 'match[]=\n{__name__="rhoam_7d_slo_remaining_error_budget:max"}\
--data-urlencode 'match[]=\n{__name__="cluster_legacy_scheduler_policy"}\
--data-urlencode 'match[]=\n{__name__="che_workspace_status"}\
--data-urlencode 'match[]=\n{__name__="che_workspace_started_total"}\
--data-urlencode 'match[]=\n{__name__="che_workspace_failure_total"}\
--data-urlencode 'match[]=\n{__name__="che_workspace_start_time_seconds_sum"}\
--data-urlencode 'match[]=\n{__name__="che_workspace_start_time_seconds_count"}\
--data-urlencode 'match[]=\n{__name__="cco_credentials_mode"}\
--data-urlencode 'match[]=\n{__name__="instance:etcd_disk_wal_fsync_duration_seconds:histogram_quantile",quantile="0.99"}\
--data-urlencode 'match[]=\n{__name__="instance:etcd_mvcc_db_total_size_in_bytes:sum"}\
--data-urlencode 'match[]=\n{__name__="instance:etcd_network_peer_round_trip_time_seconds:histogram_quantile",quantile="0.99"}\
--data-urlencode 'match[]=\n{__name__="instance:etcd_mvcc_db_total_size_in_use_in_bytes:sum"}\
--data-urlencode 'match[]=\n{__name__="jaeger_operator_instances_storage_types"}\
--data-urlencode 'match[]=\n{__name__="jaeger_operator_instances_strategies"}\
--data-urlencode 'match[]=\n{__name__="jaeger_operator_instances_agent_strategies"}\
--data-urlencode 'match[]=\n{__name__="appsvcs:cores_by_product:sum"}\
--data-urlencode 'match[]=\n{__name__="nto_custom_profiles:count"}\
--data-urlencode 'match[]=\n{__name__="openshift_csi_share_configmap"}\
--data-urlencode 'match[]=\n{__name__="openshift_csi_share_secret"}\
--data-urlencode 'match[]=\n{__name__="openshift_csi_share_mount_failures_total"}\
--data-urlencode 'match[]=\n{__name__="openshift_csi_share_mount_requests_total"}\
--data-urlencode 'match[]=\n{__name__="cluster:velero_backup_total:max"}\
--data-urlencode 'match[]=\n{__name__="cluster:velero_restore_total:max"}\
--data-urlencode 'match[]=\n{__name__="eo_es_storage_info"}\
--data-urlencode 'match[]=\n{__name__="eo_es_redundancy_policy_info"}\
--data-urlencode 'match[]=\n{__name__="eo_es_defined_delete_namespaces_total"}\
--data-urlencode 'match[]=\n{__name__="cluster:eo_es_data_nodes_total:max"}
4.2.2. Showing data collected by the Insights Operator

You can review the data that is collected by the Insights Operator.

**Prerequisites**

- Access to the cluster as a user with the `cluster-admin` role.

**Procedure**

1. Find the name of the currently running pod for the Insights Operator:

   ```bash
   $ INSIGHTS_OPERATOR_POD=$(oc get pods --namespace=openshift-insights -o custom-columns=:metadata.name --no-headers --field-selector=status.phase=Running)
   ```

2. Copy the recent data archives collected by the Insights Operator:

   ```bash
   $ oc cp openshift-insights/$INSIGHTS_OPERATOR_POD:/var/lib/insights-operator ./insights-data
   ```

The recent Insights Operator archives are now available in the `insights-data` directory.
4.3. OPTING OUT OF REMOTE HEALTH REPORTING

You may choose to opt out of reporting health and usage data for your cluster.

To opt out of remote health reporting, you must:

1. Modify the global cluster pull secret to disable remote health reporting.
2. Update the cluster to use this modified pull secret.

4.3.1. Consequences of disabling remote health reporting

In OpenShift Container Platform, customers can opt out of reporting usage information. However, connected clusters allow Red Hat to react more quickly to problems and better support our customers, as well as better understand how product upgrades impact clusters. Connected clusters also help to simplify the subscription and entitlement process and enable the OpenShift Cluster Manager service to provide an overview of your clusters and their subscription status.

Red Hat strongly recommends leaving health and usage reporting enabled for pre-production and test clusters even if it is necessary to opt out for production clusters. This allows Red Hat to be a participant in qualifying OpenShift Container Platform in your environments and react more rapidly to product issues.

Some of the consequences of opting out of having a connected cluster are:

- Red Hat will not be able to monitor the success of product upgrades or the health of your clusters without a support case being opened.
- Red Hat will not be able to use configuration data to better triage customer support cases and identify which configurations our customers find important.
- The OpenShift Cluster Manager will not show data about your clusters including health and usage information.
- Your subscription entitlement information must be manually entered via console.redhat.com without the benefit of automatic usage reporting.

In restricted networks, Telemetry and Insights data can still be reported through appropriate configuration of your proxy.

4.3.2. Modifying the global cluster pull secret to disable remote health reporting

You can modify your existing global cluster pull secret to disable remote health reporting. This disables both Telemetry and the Insights Operator.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.

Procedure

1. Download the global cluster pull secret to your local file system.

   $ oc extract secret/pull-secret -n openshift-config --to=.
2. In a text editor, edit the `.dockerconfigjson` file that was downloaded.

3. Remove the `cloud.openshift.com` JSON entry, for example:

   ```
   "cloud.openshift.com":{"auth":"<hash>","email":"<email_address>"}
   ```

4. Save the file.

You can now update your cluster to use this modified pull secret.

### 4.3.3. Registering your disconnected cluster

Register your disconnected OpenShift Container Platform cluster on the Red Hat Hybrid Cloud Console so that your cluster is not impacted by the consequences listed in the section named "Consequences of disabling remote health reporting".

**IMPORTANT**

By registering your disconnected cluster, you can continue to report your subscription usage to Red Hat. In turn, Red Hat can return accurate usage and capacity trends associated with your subscription, so that you can use the returned information to better organize subscription allocations across all of your resources.

#### Prerequisites

- You are logged in to the OpenShift Container Platform web console as `cluster-admin`.
- You can log in to the Red Hat Hybrid Cloud Console.

#### Procedure

1. Go to the **Register disconnected cluster** web page on the Red Hat Hybrid Cloud Console.

2. Optional: To access the **Register disconnected cluster** web page from the home page of the Red Hat Hybrid Cloud Console, go to the **Clusters** navigation menu item and then select the **Register cluster** button.

3. Enter your cluster’s details in the provided fields on the **Register disconnected cluster** page.

4. From the **Subscription settings** section of the page, select the subscription settings that apply to your Red Hat subscription offering.

5. To register your disconnected cluster, select the **Register cluster** button.

#### Additional resources

- [Consequences of disabling remote health reporting](#)
- [How does the subscriptions service show my subscription data?](#) (Getting Started with the Subscription Service)

### 4.3.4. Updating the global cluster pull secret

You can update the global pull secret for your cluster by either replacing the current pull secret or appending a new pull secret.
The procedure is required when users use a separate registry to store images than the registry used during installation.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.

Procedure

1. Optional: To append a new pull secret to the existing pull secret, complete the following steps:
   a. Enter the following command to download the pull secret:

   ```
   $ oc get secret/pull-secret -n openshift-config --template="{{index .data ".dockerconfigjson" | base64decode}}" > pull_secret_location
   ```

   Provide the path to the pull secret file.

   b. Enter the following command to add the new pull secret:

   ```
   $ oc registry login --registry="<registry>" --auth-basic="<username>:<password>" --to=pull_secret_location
   ```

   Provide the new registry. You can include multiple repositories within the same registry, for example: `--registry="<registry/my-namespace/my-repository>"`.
   
   Provide the credentials of the new registry.
   
   Provide the path to the pull secret file.

   Alternatively, you can perform a manual update to the pull secret file.

2. Enter the following command to update the global pull secret for your cluster:

   ```
   $ oc set data secret/pull-secret -n openshift-config --from-file=.dockerconfigjson=<pull_secret_location>
   ```

   Provide the path to the new pull secret file.

   This update is rolled out to all nodes, which can take some time depending on the size of your cluster.

   **NOTE**

   As of OpenShift Container Platform 4.7.4, changes to the global pull secret no longer trigger a node drain or reboot.

4.4. ENABLING REMOTE HEALTH REPORTING
If you or your organization have disabled remote health reporting, you can enable this feature again. You can see that remote health reporting is disabled from the message "Insights not available" in the Status tile on the OpenShift Container Platform Web Console Overview page.

To enable remote health reporting, you must Modify the global cluster pull secret with a new authorization token.

**NOTE**

Enabling remote health reporting enables both Insights Operator and Telemetry.

### 4.4.1. Modifying your global cluster pull secret to enable remote health reporting

You can modify your existing global cluster pull secret to enable remote health reporting. If you have previously disabled remote health monitoring, you must first download a new pull secret with your `console.openshift.com` access token from Red Hat OpenShift Cluster Manager.

**Prerequisites**

- Access to the cluster as a user with the `cluster-admin` role.
- Access to OpenShift Cluster Manager.

**Procedure**


2. From **Tokens → Pull Secret**, click **Download**.
   The file `pull-secret.txt` containing your `cloud.openshift.com` access token in JSON format downloads:

   ```json
   {
     "auths": {
       "cloud.openshift.com": {
         "auth": "<your_token>",
         "email": "<email_address>"
       }
     }
   }
   ```

3. Download the global cluster pull secret to your local file system.

   ```bash
   $ oc get secret/pull-secret -n openshift-config --template='{{index .data ".dockerconfigjson" | base64decode}}' > pull-secret
   $ cp pull-secret pull-secret-backup
   ```

4. Make a backup copy of your pull secret.

   ```bash
   $ cp pull-secret pull-secret-backup
   ```

5. Open the **pull-secret** file in a text editor.

6. Append the `cloud.openshift.com` JSON entry from `pull-secret.txt` into **auths**.

7. Save the file.
8. Update the secret in your cluster.

```bash
oc set data secret/pull-secret -n openshift-config --from-file=.dockerconfigjson=pull-secret
```

It may take several minutes for the secret to update and your cluster to begin reporting.

**Verification**

1. Navigate to the OpenShift Container Platform Web Console Overview page.

2. **Insights** in the **Status** tile reports the number of issues found.

## 4.5. USING INSIGHTS TO IDENTIFY ISSUES WITH YOUR CLUSTER

Insights repeatedly analyzes the data Insights Operator sends. Users of OpenShift Container Platform can display the report in the **Insights Advisor** service on Red Hat Hybrid Cloud Console.

### 4.5.1. About Red Hat Insights Advisor for OpenShift Container Platform

You can use Insights Advisor to assess and monitor the health of your OpenShift Container Platform clusters. Whether you are concerned about individual clusters, or with your whole infrastructure, it is important to be aware of your exposure to issues that can affect service availability, fault tolerance, performance, or security.

Insights repeatedly analyzes the data that Insights Operator sends using a database of **recommendations**, which are sets of conditions that can leave your OpenShift Container Platform clusters at risk. Your data is then uploaded to the Insights Advisor service on Red Hat Hybrid Cloud Console where you can perform the following actions:

- See clusters impacted by a specific recommendation.
- Use robust filtering capabilities to refine your results to those recommendations.
- Learn more about individual recommendations, details about the risks they present, and get resolutions tailored to your individual clusters.
- Share results with other stakeholders.

### 4.5.2. Understanding Insights Advisor recommendations

Insights Advisor bundles information about various cluster states and component configurations that can negatively affect the service availability, fault tolerance, performance, or security of your clusters. This information set is called a recommendation in Insights Advisor and includes the following information:

- **Name**: A concise description of the recommendation
- **Added**: When the recommendation was published to the Insights Advisor archive
- **Category**: Whether the issue has the potential to negatively affect service availability, fault tolerance, performance, or security
- **Total risk**: A value derived from the *likelihood* that the condition will negatively affect your infrastructure, and the *impact* on operations if that were to happen
4.5.3. Displaying potential issues with your cluster

This section describes how to display the Insights report in Insights Advisor on OpenShift Cluster Manager Hybrid Cloud Console.

Note that Insights repeatedly analyzes your cluster and shows the latest results. These results can change, for example, if you fix an issue or a new issue has been detected.

**Prerequisites**

- Your cluster is registered on OpenShift Cluster Manager Hybrid Cloud Console.
- Remote health reporting is enabled, which is the default.
- You are logged in to OpenShift Cluster Manager Hybrid Cloud Console.

**Procedure**

1. Navigate to Advisor → Recommendations on OpenShift Cluster Manager Hybrid Cloud Console.
   Depending on the result, Insights Advisor displays one of the following:
   - **No matching recommendations found**, if Insights did not identify any issues.
   - A list of issues Insights has detected, grouped by risk (low, moderate, important, and critical).
   - **No clusters yet**, if Insights has not yet analyzed the cluster. The analysis starts shortly after the cluster has been installed, registered, and connected to the internet.

2. If any issues are displayed, click the > icon in front of the entry for more details.
   Depending on the issue, the details can also contain a link to more information from Red Hat about the issue.

4.5.4. Displaying all Insights Advisor recommendations

The Recommendations view, by default, only displays the recommendations that are detected on your clusters. However, you can view all of the recommendations in the advisor archive.

**Prerequisites**

- Remote health reporting is enabled, which is the default.
- Your cluster is registered on Red Hat Hybrid Cloud Console.
- You are logged in to OpenShift Cluster Manager Hybrid Cloud Console.

**Procedure**
1. Navigate to **Advisor → Recommendations** on OpenShift Cluster Manager Hybrid Cloud Console.

2. Click the X icons next to the **Clusters Impacted** and **Status** filters. You can now browse through all of the potential recommendations for your cluster.

### 4.5.5. Disabling Insights Advisor recommendations

You can disable specific recommendations that affect your clusters, so that they no longer appear in your reports. It is possible to disable a recommendation for a single cluster or all of your clusters.

**NOTE**

Disabling a recommendation for all of your clusters also applies to any future clusters.

**Prerequisites**

- Remote health reporting is enabled, which is the default.
- Your cluster is registered on OpenShift Cluster Manager Hybrid Cloud Console.
- You are logged in to OpenShift Cluster Manager Hybrid Cloud Console.

**Procedure**

1. Navigate to **Advisor → Recommendations** on OpenShift Cluster Manager Hybrid Cloud Console.

2. Optional: Use the **Clusters Impacted** and **Status** filters as needed.

3. Disable an alert by using one of the following methods:
   - To disable an alert:
     a. Click the **Options** menu for that alert, and then click **Disable recommendation**.
     b. Enter a justification note and click **Save**.
   - To view the clusters affected by this alert before disabling the alert:
     a. Click the name of the recommendation to disable. You are directed to the single recommendation page.
     b. Review the list of clusters in the **Affected clusters** section.
     c. Click **Actions → Disable recommendation** to disable the alert for all of your clusters.
     d. Enter a justification note and click **Save**.

### 4.5.6. Enabling a previously disabled Insights Advisor recommendation

When a recommendation is disabled for all clusters, you no longer see the recommendation in the Insights Advisor. You can change this behavior.

**Prerequisites**

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Prerequisites

- Remote health reporting is enabled, which is the default.
- Your cluster is registered on OpenShift Cluster Manager Hybrid Cloud Console.
- You are logged in to OpenShift Cluster Manager Hybrid Cloud Console.

Procedure

1. Navigate to Advisor → Recommendations on OpenShift Cluster Manager Hybrid Cloud Console.

2. Filter the recommendations to display on the disabled recommendations:
   a. From the Status drop-down menu, select Status.
   b. From the Filter by status drop-down menu, select Disabled.
   c. Optional: Clear the Clusters impacted filter.

3. Locate the recommendation to enable.

4. Click the Options menu, and then click Enable recommendation.

4.5.7. Displaying the Insights status in the web console

Insights repeatedly analyzes your cluster and you can display the status of identified potential issues of your cluster in the OpenShift Container Platform web console. This status shows the number of issues in the different categories and, for further details, links to the reports in OpenShift Cluster Manager Hybrid Cloud Console.

Prerequisites

- Your cluster is registered in OpenShift Cluster Manager Hybrid Cloud Console.
- Remote health reporting is enabled, which is the default.
- You are logged in to the OpenShift Container Platform web console.

Procedure


2. Click Insights on the Status card.
   The pop-up window lists potential issues grouped by risk. Click the individual categories or View all recommendations in Insights Advisor to display more details.

4.6. USING THE INSIGHTS OPERATOR

The Insights Operator periodically gathers configuration and component failure status and, by default, reports that data every two hours to Red Hat. This information enables Red Hat to assess configuration and deeper failure data than is reported through Telemetry. Users of OpenShift Container Platform can display the report in the Insights Advisor service on Red Hat Hybrid Cloud Console.
Additional resources

- The Insights Operator is installed and enabled by default. If you need to opt out of remote health reporting, see Opting out of remote health reporting.

- For more information on using Insights Advisor to identify issues with your cluster, see Using Insights to identify issues with your cluster.

4.6.1. Understanding Insights Operator alerts

The Insights Operator declares alerts through the Prometheus monitoring system to the Alertmanager. You can view these alerts in the Alerting UI in the OpenShift Container Platform web console by using one of the following methods:

- In the Administrator perspective, click Observe → Alerting.
- In the Developer perspective, click Observe → <project_name> → Alerts tab.

Currently, Insights Operator sends the following alerts when the conditions are met:

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InsightsDisabled</td>
<td>Insights Operator is disabled.</td>
</tr>
<tr>
<td>SimpleContentAccessNotAvailable</td>
<td>Simple content access is not enabled in Red Hat Subscription Management.</td>
</tr>
<tr>
<td>InsightsRecommendationActive</td>
<td>Insights has an active recommendation for the cluster.</td>
</tr>
</tbody>
</table>

4.6.2. Disabling Insights Operator alerts

To prevent the Insights Operator from sending alerts to the cluster Prometheus instance, you edit the support secret. If the support secret doesn’t exist, you must create it when you first add custom configurations. Note that configurations within the support secret take precedence over the default settings defined in the pod.yaml file. To prevent the Insights Operator from sending alerts to the cluster Prometheus instance, you edit the support secret. Note that this secret is created by default. The configurations stored in the support secret take precedence over any default settings specified in the pod.yaml file.

Prerequisites

- Remote health reporting is enabled, which is the default.
- You are logged in to the OpenShift Container Platform web console as cluster-admin.

Procedure

1. Navigate to Workloads → Secrets.

2. On the Secrets page, select All Projects from the Project list, and then set Show default projects to on.
3. Select the openshift-config project from the Projects list.

4. Search for the support secret by using the Search by name field.
   ● If the secret exists:
   5. Click the Options menu, and then click Edit Secret.

6. Click Add Key/Value.
   a. In the Key field, enter disableInsightsAlerts.
   b. In the Value field, enter True.
      ● If the secret does not exist:
   c. Click Create → Key/value secret
      i. In the Secret name field, enter support.
      ii. In the Key field, enter disableInsightsAlerts.
      iii. In the Value field, enter True.
   d. Click Create.

After you save the changes, Insights Operator no longer sends alerts to the cluster Prometheus instance.

4.6.3. Enabling Insights Operator alerts

When alerts are disabled, the Insights Operator no longer sends alerts to the cluster Prometheus instance. You can change this behavior.

Prerequisites
   ● Remote health reporting is enabled, which is the default.
   ● You are logged in to the OpenShift Container Platform web console as cluster-admin.

Procedure
  1. Navigate to Workloads → Secrets.
  2. On the Secrets page, select All Projects from the Project list, and then set Show default projects to ON.
  3. Select the openshift-config project from the Projects list.
  4. Search for the support secret by using the Search by name field.
  5. Click the Options menu, and then click Edit Secret.
  6. For the disableInsightsAlerts key, set the Value field to false.
After you save the changes, Insights Operator again sends alerts to the cluster Prometheus instance.

### 4.6.4. Downloading your Insights Operator archive

Insights Operator stores gathered data in an archive located in the openshift-insights namespace of your cluster. You can download and review the data that is gathered by the Insights Operator.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.

**Procedure**

1. Find the name of the running pod for the Insights Operator:

   ```bash
   $ oc get pods --namespace=openshift-insights -o custom-columns=:metadata.name --no-headers --field-selector=status.phase=Running
   
   $ oc cp openshift-insights/<insights_operator_pod_name>:/var/lib/insights-operator ./insights-data
   
   Replace `<insights_operator_pod_name>` with the pod name output from the preceding command.

   The recent Insights Operator archives are now available in the `insights-data` directory.

### 4.6.5. Viewing Insights Operator gather durations

You can view the time it takes for the Insights Operator to gather the information contained in the archive. This helps you to understand Insights Operator resource usage and issues with Insights Advisor.

**Prerequisites**

- A recent copy of your Insights Operator archive.

**Procedure**

1. From your archive, open `/insights-operator/gathers.json`

   The file contains a list of Insights Operator gather operations:

   ```json
   {
   "name": "clusterconfig/authentication",
   "duration_in_ms": 730,
   "records_count": 1,
   "errors": null,
   "panic": null
   }
   
   `duration_in_ms` is the amount of time in milliseconds for each gather operation.
2. Inspect each gather operation for abnormalities.

4.6.6. Disabling the Insights Operator gather operations

You can disable the Insights Operator gather operations. Disabling the gather operations gives you the ability to increase privacy for your organization as Insights Operator will no longer gather and send Insights cluster reports to Red Hat. This will disable Insights analysis and recommendations for your cluster without affecting other core functions that require communication with Red Hat such as cluster transfers. You can view a list of attempted gather operations for your cluster from the `/insights-operator/gathers.json` file in your Insights Operator archive. Be aware that some gather operations only occur when certain conditions are met and might not appear in your most recent archive.

**IMPORTANT**

The `InsightsDataGather` custom resource is a Technology Preview feature only. Technology Preview features are not supported with Red Hat production service level agreements (SLAs) and might not be functionally complete. Red Hat does not recommend using them in production. These features provide early access to upcoming product features, enabling customers to test functionality and provide feedback during the development process.

For more information about the support scope of Red Hat Technology Preview features, see [Technology Preview Features Support Scope](#).

**Prerequisites**

- You are logged in to the OpenShift Container Platform web console as a user with the `cluster-admin` role.

**Procedure**

1. Navigate to `Administration → CustomResourceDefinitions`.
2. On the `CustomResourceDefinitions` page, use the `Search by name` field to find the `InsightsDataGather` resource definition and click it.
3. On the `CustomResourceDefinition details` page, click the `Instances` tab.
4. Click `cluster`, and then click the `YAML` tab.
5. Disable the gather operations by performing one of the following edits to the `InsightsDataGather` configuration file:
   a. To disable all the gather operations, enter `all` under the `disabledGatherers` key:

```
apiVersion: config.openshift.io/v1alpha1
kind: InsightsDataGather
metadata:
  ...

spec:
  gatherConfig:
    disabledGatherers:
      - all
```
1. The `spec` parameter specifies gather configurations.

2. The `all` value disables all gather operations.

b. To disable individual gather operations, enter their values under the `disabledGatherers` key:

   ```yaml
   spec:
     gatherConfig:
       disabledGatherers:
         - clusterconfig/container_images
         - clusterconfig/host_subnets
         - workloads/workload_info
   ```

1. Example individual gather operation

6. Click **Save**.

   After you save the changes, the Insights Operator gather configurations are updated and the operations will no longer occur.

**NOTE**

Disabling gather operations degrades Insights Advisor’s ability to offer effective recommendations for your cluster.

### 4.6.7. Enabling the Insights Operator gather operations

You can enable the Insights Operator gather operations, if the gather operations have been disabled.

**IMPORTANT**

The `InsightsDataGather` custom resource is a Technology Preview feature only. Technology Preview features are not supported with Red Hat production service level agreements (SLAs) and might not be functionally complete. Red Hat does not recommend using them in production. These features provide early access to upcoming product features, enabling customers to test functionality and provide feedback during the development process.

For more information about the support scope of Red Hat Technology Preview features, see [Technology Preview Features Support Scope](#).

**Prerequisites**

- You are logged in to the OpenShift Container Platform web console as a user with the `cluster-admin` role.

**Procedure**

1. Navigate to **Administration → CustomResourceDefinitions**.

2. On the `CustomResourceDefinitions` page, use the **Search by name** field to find the `InsightsDataGather` resource definition and click it.
3. On the CustomResourceDefinition details page, click the Instances tab.

4. Click cluster, and then click the YAML tab.

5. Enable the gather operations by performing one of the following edits:
   - To enable all disabled gather operations, remove the gatherConfig stanza:

        ```yaml
        apiVersion: config.openshift.io/v1alpha1
        kind: InsightsDataGather
        metadata:
          ...
        spec:
          gatherConfig: 1
            disabledGatherers: all
        ```

        1 Remove the gatherConfig stanza to enable all gather operations.

   - To enable individual gather operations, remove their values under the disabledGatherers key:

        ```yaml
        spec:
          gatherConfig:
            disabledGatherers:
              - clusterconfig/container_images 1
              - clusterconfig/host_subnets
              - workloads/workload_info
        ```

        1 Remove one or more gather operations.

6. Click Save.
   After you save the changes, the Insights Operator gather configurations are updated and the affected gather operations start.

**NOTE**

Disabling gather operations degrades Insights Advisor’s ability to offer effective recommendations for your cluster.

### 4.6.8. Configuring Insights Operator

You can configure Insights Operator to meet the needs of your organization. The Insights Operator is configured using a combination of the default configurations in the pod.yaml file in the Insights Operator Config directory and the configurations stored in the support secret in the openshift-config namespace. The support secret does not exist by default and must be created when adding custom configurations for the first time. Configurations in the support secret override the defaults set in the pod.yaml file.

The table below describes the available configuration attributes:

**Table 4.2. Insights Operator configurable attributes**
<table>
<thead>
<tr>
<th>Attribute name</th>
<th>Description</th>
<th>Value type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>username</strong></td>
<td>Specifies username for basic authentication with console.redhat.com (overrides the default pull-secret token authentication when set)</td>
<td>String</td>
<td>Not set</td>
</tr>
<tr>
<td><strong>password</strong></td>
<td>Specifies password for basic authentication with console.redhat.com (overrides the default pull-secret token authentication when set)</td>
<td>String</td>
<td>Not set</td>
</tr>
<tr>
<td><strong>enableGlobalObfuscation</strong></td>
<td>Enables the global obfuscation of IP addresses and the cluster domain name</td>
<td>Boolean</td>
<td>false</td>
</tr>
<tr>
<td><strong>scaInterval</strong></td>
<td>Specifies the frequency of the simple content access entitlements download</td>
<td>Time interval</td>
<td>8h</td>
</tr>
<tr>
<td><strong>scaPullDisabled</strong></td>
<td>Disables the simple content access entitlements download</td>
<td>Boolean</td>
<td>false</td>
</tr>
<tr>
<td><strong>clusterTransferInterval</strong></td>
<td>Specifies how often Insights Operator checks OpenShift Cluster Manager for available cluster transfers</td>
<td>Time interval</td>
<td>24h</td>
</tr>
<tr>
<td><strong>disableInsightsAlerts</strong></td>
<td>Disables Insights Operator alerts to the cluster Prometheus instance</td>
<td>Boolean</td>
<td>False</td>
</tr>
</tbody>
</table>

This procedure describes how to set custom Insights Operator configurations.

**IMPORTANT**

Red Hat recommends you consult Red Hat Support before making changes to the default Insights Operator configuration.
Prerequisites

- You are logged in to the OpenShift Container Platform web console as a user with `cluster-admin` role.

Procedure

1. Navigate to Workloads → Secrets.

2. On the Secrets page, select All Projects from the Project list, and then set Show default projects to on.

3. Select the openshift-config project from the Project list.

4. Search for the support secret using the Search by name field. If it does not exist, click Create → Key/value secret to create it.

5. Click the Options menu for the secret, and then click Edit Secret.

6. Click Add Key/Value.

7. Enter an attribute name with an appropriate value (see table above), and click Save.

8. Repeat the above steps for any additional configurations.

4.7. USING REMOTE HEALTH REPORTING IN A RESTRICTED NETWORK

You can manually gather and upload Insights Operator archives to diagnose issues from a restricted network.

To use the Insights Operator in a restricted network, you must:

- Create a copy of your Insights Operator archive.

- Upload the Insights Operator archive to console.redhat.com.

Additionally, you can choose to obfuscate the Insights Operator data before upload.

4.7.1. Running an Insights Operator gather operation

You must run a gather operation to create an Insights Operator archive.

Prerequisites

- You are logged in to OpenShift Container Platform as `cluster-admin`.

Procedure

1. Create a file named `gather-job.yaml` using this template:

```yaml
apiVersion: batch/v1
kind: Job
```
metadata:
  name: insights-operator-job

spec:
  backoffLimit: 6
  ttlSecondsAfterFinished: 600

template:
  spec:
    restartPolicy: OnFailure
    serviceAccountName: operator

    nodeSelector:
      beta.kubernetes.io/os: linux

    tolerations:
    - effect: NoSchedule
      key: node-role.kubernetes.io/master
      operator: Exists

    - effect: NoExecute
      key: node.kubernetes.io/unreachable
      operator: Exists
      tolerationSeconds: 900

    - effect: NoExecute
      key: node.kubernetes.io/not-ready
      operator: Exists
      tolerationSeconds: 900

    volumes:
    - name: snapshots
      emptyDir: {}

    - name: service-ca-bundle
      configMap:
        name: service-ca-bundle
        optional: true

    initContainers:
    - name: insights-operator
      image: quay.io/openshift/origin-insights-operator:latest
      terminationMessagePolicy: FallbackToLogsOnError

    containerPort: 8443
    name: https

    resources:
      requests:
        cpu: 10m
        memory: 70Mi

    args:
    - gather
    - --v=4
    - --config=/etc/insights-operator/server.yaml

    containers:
    - name: sleepy
CHAPTER 4. REMOTE HEALTH MONITORING WITH CONNECTED CLUSTERS

2. Copy your **insights-operator** image version:

   ```bash
   $ oc get -n openshift-insights deployment insights-operator -o yaml
   
   Example output
   
   ```

   ```yaml
   apiVersion: apps/v1
   kind: Deployment
   metadata:
     name: insights-operator
     namespace: openshift-insights
   spec:
     template:
       spec:
         containers:
           - args:
             - /bin/sh
             - -c
             - sleep 10m
   
   volumeMounts: [(name: snapshots, mountPath: /var/lib/insights-operator)]
   ```

   1. Specifies your **insights-operator** image version.

3. Paste your image version in **gather-job.yaml**:

   ```yaml
   apiVersion: batch/v1
   kind: Job
   metadata:
     name: insights-operator-job
   spec:
     template:
       spec:
         initContainers:
           - name: insights-operator
             image: registry.ci.openshift.org/ocp/4.15-2023-10-12-212500@sha256:a0aa581400805ad0...
   ```

   1. Replace any existing value with your **insights-operator** image version.

4. Create the gather job:
$ oc apply -n openshift-insights -f gather-job.yaml

5. Find the name of the job pod:

$ oc describe -n openshift-insights job/insights-operator-job

Example output

<table>
<thead>
<tr>
<th>Name: insights-operator-job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Namespace: openshift-insights</td>
</tr>
<tr>
<td># ...</td>
</tr>
</tbody>
</table>

Events:

<table>
<thead>
<tr>
<th>Type</th>
<th>Reason</th>
<th>Age</th>
<th>From</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>SuccessfulCreate</td>
<td>7m18s</td>
<td>job-controller</td>
<td>Created pod: insights-operator-job-&lt;your_job&gt;</td>
</tr>
</tbody>
</table>

where

insights-operator-job-<your_job> is the name of the pod.

6. Verify that the operation has finished:

$ oc logs -n openshift-insights insights-operator-job-<your_job> insights-operator

Example output

```
I0407 11:55:38.192084       1 diskrecorder.go:34] Wrote 108 records to disk in 33ms
```

7. Save the created archive:

$ oc cp openshift-insights/insights-operator-job-<your_job>:/var/lib/insights-operator ./insights-data

8. Clean up the job:

$ oc delete -n openshift-insights job insights-operator-job

4.7.2. Uploading an Insights Operator archive

You can manually upload an Insights Operator archive to console.redhat.com to diagnose potential issues.

Prerequisites

- You are logged in to OpenShift Container Platform as `cluster-admin`.
- You have a workstation with unrestricted internet access.
- You have created a copy of the Insights Operator archive.

Procedure
1. Download the `dockerconfig.json` file:

   ```bash
   $ oc extract secret/pull-secret -n openshift-config --to=.
   ```

2. Copy your "cloud.openshift.com" "auth" token from the `dockerconfig.json` file:

   ```json
   {
     "auths": {
       "cloud.openshift.com": {
         "auth": "<your_token>",
         "email": "asd@redhat.com"
       }
     }
   }
   ```

3. Upload the archive to `console.redhat.com`:

   ```bash
   $ curl -v -H "User-Agent: insights-operator/one10time200gather184a34f6a168926d93c330
   cluster/<cluster_id>" -H "Authorization: Bearer <your_token>" -F
   "upload=@<path_to_archive>; type=application/vnd.redhat.openshift.periodic+tar"
   https://console.redhat.com/api/ingress/v1/upload
   ```

   where `<cluster_id>` is your cluster ID, `<your_token>` is the token from your pull secret, and `<path_to_archive>` is the path to the Insights Operator archive.

   If the operation is successful, the command returns a "request_id" and "account_number":

   ```plaintext
   Example output
   * Connection #0 to host console.redhat.com left intact
   {"request_id":"393a7cf1093e434ea8dd4ab3eb28884c","upload":
   {"account_number":"6274079"}}
   ```

**Verification steps**

2. Click the **Clusters** menu in the left pane.
3. To display the details of the cluster, click the cluster name.
4. Open the **Insights Advisor** tab of the cluster.
   If the upload was successful, the tab displays one of the following:
   - **Your cluster passed all recommendations** if Insights Advisor did not identify any issues.
   - A list of issues that Insights Advisor has detected, prioritized by risk (low, moderate, important, and critical).

**4.7.3. Enabling Insights Operator data obfuscation**

You can enable obfuscation to mask sensitive and identifiable IPv4 addresses and cluster base domains that the Insights Operator sends to `console.redhat.com`.
Obfuscation assigns non-identifying values to cluster IPv4 addresses, and uses a translation table that is retained in memory to change IP addresses to their obfuscated versions throughout the Insights Operator archive before uploading the data to console.redhat.com.

For cluster base domains, obfuscation changes the base domain to a hardcoded substring. For example, cluster-api.openshift.example.com becomes cluster-api.<CLUSTER_BASE_DOMAIN>.

The following procedure enables obfuscation using the support secret in the openshift-config namespace.

**Prerequisites**

- You are logged in to the OpenShift Container Platform web console as cluster-admin.

**Procedure**

1. Navigate to Workloads → Secrets.
2. Select the openshift-config project.
3. Search for the support secret using the Search by name field. If it does not exist, click Create → Key/value secret to create it.
4. Click the Options menu , and then click Edit Secret.
5. Click Add Key/Value.
6. Create a key named enableGlobalObfuscation with a value of true, and click Save.
7. Navigate to Workloads → Pods
8. Select the openshift-insights project.
10. To restart the insights-operator pod, click the Options menu , and then click Delete Pod.

**Verification**

1. Navigate to Workloads → Secrets.
2. Select the openshift-insights project.
3. Search for the `obfuscation-translation-table` secret using the `Search by name` field.

If the `obfuscation-translation-table` secret exists, then obfuscation is enabled and working.

Alternatively, you can inspect `/insights-operator/gathers.json` in your Insights Operator archive for the value "is_global_obfuscation_enabled": true.

Additional resources

- For more information on how to download your Insights Operator archive, see Showing data collected by the Insights Operator.

### 4.8. IMPORTING SIMPLE CONTENT ACCESS ENTITLEMENTS WITH INSIGHTS OPERATOR

Insights Operator periodically imports your simple content access entitlements from OpenShift Cluster Manager Hybrid Cloud Console and stores them in the `etc-pki-entitlement` secret in the `openshift-config-managed` namespace. Simple content access is a capability in Red Hat subscription tools which simplifies the behavior of the entitlement tooling. This feature makes it easier to consume the content provided by your Red Hat subscriptions without the complexity of configuring subscription tooling.

Insights Operator imports simple content access entitlements every eight hours, but can be configured or disabled using the `support` secret in the `openshift-config` namespace.

**NOTE**

Simple content access must be enabled in Red Hat Subscription Management for the importing to function.

Additional resources

- See About simple content access in the Red Hat Subscription Central documentation, for more information about simple content access.

- See Using Red Hat subscriptions in builds for more information about using simple content access entitlements in OpenShift Container Platform builds.

#### 4.8.1. Configuring simple content access import interval

You can configure how often the Insights Operator imports the simple content access entitlements by using the `support` secret in the `openshift-config` namespace. The entitlement import normally occurs every eight hours, but you can shorten this interval if you update your simple content access configuration in Red Hat Subscription Management.

This procedure describes how to update the import interval to one hour.

**Prerequisites**

- You are logged in to the OpenShift Container Platform web console as a user with the `cluster-admin` role.

**Procedure**

1. Navigate to **Workloads → Secrets**.
2. Select the `openshift-config` project.

3. Search for the `support` secret by using the **Search by name** field. If it does not exist, click **Create → Key/value secret** to create it.
   - If the secret exists:
     1. Click the **Options** menu, and then click **Edit Secret**.
     2. Click **Add Key/Value**.
        a. In the **Key** field, enter `scaInterval`.
        b. In the **Value** field, enter `1h`.
   - If the secret does not exist:
     a. Click **Create → Key/value secret**
        i. In the **Secret name** field, enter `support`.
        ii. In the **Key** field, enter `scaInterval`.
        iii. In the **Value** field, enter `1h`.
     b. Click **Create**.

     **NOTE**
     The interval `1h` can also be entered as `60m` for 60 minutes.

4.8.2. Disabling simple content access import

You can disable the importing of simple content access entitlements by using the `support` secret in the `openshift-config` namespace.

**Prerequisites**
- You are logged in to the OpenShift Container Platform web console as `cluster-admin`.

**Procedure**
1. Navigate to **Workloads → Secrets**.
2. Select the `openshift-config` project.
3. Search for the `support` secret using the **Search by name** field.
   - If the secret exists:
     1. Click the **Options** menu, and then click **Edit Secret**.
     2. Click **Add Key/Value**.
a. In the **Key** field, enter **scaPullDisabled**.

b. In the **Value** field, enter **true**.

- If the secret does not exist:
  
a. Click **Create → Key/value secret**

   i. In the **Secret name** field, enter **support**.

   ii. In the **Key** field, enter **scaPullDisabled**.

   iii. In the **Value** field, enter **true**.

b. Click **Create**.

The simple content access entitlement import is now disabled.

**NOTE**

To enable the simple content access import again, edit the **support** secret and delete the **scaPullDisabled** key.

### 4.8.3. Enabling a previously disabled simple content access import

If the importing of simple content access entitlements is disabled, the Insights Operator does not import simple content access entitlements. You can change this behavior.

**Prerequisites**

- You are logged in to the OpenShift Container Platform web console as a user with the **cluster-admin** role.

**Procedure**

1. Navigate to **Workloads → Secrets**.

2. Select the **openshift-config** project.

3. Search for the **support** secret by using the **Search by name** field.

4. Click the **Options** menu , and then click **Edit Secret**.

5. For the **scaPullDisabled** key, set the **Value** field to **false**.

   The simple content access entitlement import is now disabled.
CHAPTER 5. GATHERING DATA ABOUT YOUR CLUSTER

When opening a support case, it is helpful to provide debugging information about your cluster to Red Hat Support.

It is recommended to provide:

- Data gathered using the `oc adm must-gather` command
- The unique cluster ID

5.1. ABOUT THE MUST-GATHER TOOL

The `oc adm must-gather` CLI command collects the information from your cluster that is most likely needed for debugging issues, including:

- Resource definitions
- Service logs

By default, the `oc adm must-gather` command uses the default plugin image and writes into `/must-gather.local`.

Alternatively, you can collect specific information by running the command with the appropriate arguments as described in the following sections:

- To collect data related to one or more specific features, use the `--image` argument with an image, as listed in a following section.
  For example:

  ```bash
  $ oc adm must-gather \
  --image=registry.redhat.io/container-native-virtualization/cnv-must-gather-rhel9:v4.13.5
  
  $ oc adm must-gather -- /usr/bin/gather_audit_logs
  
  NOTE
  Audit logs are not collected as part of the default set of information to reduce the size of the files.

When you run `oc adm must-gather`, a new pod with a random name is created in a new project on the cluster. The data is collected on that pod and saved in a new directory that starts with `must-gather.local` in the current working directory.

For example:

<table>
<thead>
<tr>
<th>NAMESPACE</th>
<th>NAME</th>
<th>READY</th>
<th>STATUS</th>
<th>RESTARTS</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>openshift-must-gather-5drcj</td>
<td>must-gather-bklx4</td>
<td>2/2</td>
<td>Running</td>
<td>0</td>
<td>72s</td>
</tr>
</tbody>
</table>
Optionally, you can run the `oc adm must-gather` command in a specific namespace by using the `--run-namespace` option.

For example:

```bash
$ oc adm must-gather --run-namespace <namespace> \
    --image=registry.redhat.io/container-native-virtualization/cnv-must-gather-rhel9:v4.13.5
```

### 5.1.1. Gathering data about your cluster for Red Hat Support

You can gather debugging information about your cluster by using the `oc adm must-gather` CLI command.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- The OpenShift Container Platform CLI (`oc`) is installed.

**Procedure**

1. Navigate to the directory where you want to store the `must-gather` data.

   ```bash
   IMPORTANT
   If you are in a disconnected environment, use the `--image` flag as part of must-gather and point to the payload image.
   ```

   ```bash
   $ oc import-image is/must-gather -n openshift
   ```

2. Run the `oc adm must-gather` command:

   ```bash
   IMPORTANT
   If your cluster is in a disconnected environment, you must take additional steps. If your mirror registry has a trusted CA, you must first add the trusted CA to the cluster. For all clusters in disconnected environments, you must import the default must-gather image as an image stream.
   ```

   ```bash
   $ oc adm must-gather
   ```

   ```bash
   NOTE
   Because this command picks a random control plane node by default, the pod might be scheduled to a control plane node that is in the NotReady and SchedulingDisabled state.
   ```

   a. If this command fails, for example, if you cannot schedule a pod on your cluster, then use the `oc adm inspect` command to gather information for particular resources.
NOTE
Contact Red Hat Support for the recommended resources to gather.

3. Create a compressed file from the must-gather directory that was just created in your working directory. For example, on a computer that uses a Linux operating system, run the following command:

$$\textit{tar cvf must-gather.tar.gz must-gather-local.5421342344627712289/}$$

1. Make sure to replace must-gather-local.5421342344627712289/ with the actual directory name.

4. Attach the compressed file to your support case on the the Customer Support page of the Red Hat Customer Portal.

5.1.2. Gathering data about specific features

You can gather debugging information about specific features by using the oc adm must-gather CLI command with the --image or --image-stream argument. The must-gather tool supports multiple images, so you can gather data about more than one feature by running a single command.

Table 5.1. Supported must-gather images

<table>
<thead>
<tr>
<th>Image</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>registry.redhat.io/openshift-serverless-1/svls-must-gather-rhel8</td>
<td>Data collection for OpenShift Serverless.</td>
</tr>
<tr>
<td>registry.redhat.io/openshift-service-mesh/istio-must-gather-rhel8:v&lt;installed_version_service_mesh&gt;</td>
<td>Data collection for Red Hat OpenShift Service Mesh.</td>
</tr>
<tr>
<td>registry.redhat.io/rhmtc/openshift-migration-must-gather-rhel8:v&lt;installed_version_migration_toolkit&gt;</td>
<td>Data collection for the Migration Toolkit for Containers.</td>
</tr>
<tr>
<td>registry.redhat.io/openshift-logging/cluster-logging-rhel8-operator</td>
<td>Data collection for OpenShift Logging.</td>
</tr>
<tr>
<td>Image</td>
<td>Purpose</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>registry.redhat.io/openshift-sandboxed-containers/osc-must-gather-rhel8:v&lt;installed_version_sandboxed_containers&gt;</td>
<td>Data collection for OpenShift sandboxed containers.</td>
</tr>
<tr>
<td>registry.redhat.io/openshift-gitops-1/must-gather-rhel8:v&lt;installed_version_GitOps&gt;</td>
<td>Data collection for Red Hat OpenShift GitOps.</td>
</tr>
</tbody>
</table>

**NOTE**

To determine the latest version for an OpenShift Container Platform component’s image, see the [Red Hat OpenShift Container Platform Life Cycle Policy](https://www.redhat.com) web page on the Red Hat Customer Portal.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- The OpenShift Container Platform CLI (`oc`) is installed.

**Procedure**

1. Navigate to the directory where you want to store the `must-gather` data.

2. Run the `oc adm must-gather` command with one or more `--image` or `--image-stream` arguments.

**NOTE**

- To collect the default `must-gather` data in addition to specific feature data, add the `--image-stream=openshift/must-gather` argument.
- For information on gathering data about the Custom Metrics Autoscaler, see the Additional resources section that follows.
For example, the following command gathers both the default cluster data and information specific to OpenShift Virtualization:

```
$ oc adm must-gather \
--image-stream=openshift/must-gather \1
--image=registry.redhat.io/container-native-virtualization/cnv-must-gather-rhel9:v4.13.5 2
```

1. The default OpenShift Container Platform `must-gather` image
2. The must-gather image for OpenShift Virtualization

You can use the `must-gather` tool with additional arguments to gather data that is specifically related to OpenShift Logging and the Red Hat OpenShift Logging Operator in your cluster. For OpenShift Logging, run the following command:

```
$ oc adm must-gather --image=$(oc -n openshift-logging get deployment.apps/cluster-logging-operator -o jsonpath='{.spec.template.spec.containers[?(@.name == "cluster-logging-operator")].image}')
```

Example 5.1. Example `must-gather` output for OpenShift Logging

```
├── cluster-logging
│   ├── clo
│   │   └── cluster-logging-operator-74dd5994f-6ttgt
│   │   └── clusterlogforwarder_cr
│   │       └── cr
│   │           └── csv
│   │               ├── deployment
│   │               │   └── logforwarding_cr
│   │               │       └── collector
│   │               │           └── fluentd-2tr64
│   │               │               └── eo
│   │               │                   └── csv
│   │               │                       └── deployment
│   │               │                           └── elasticsearch-operator-7dc7d97b9d-jb4r4
│   │               └── es
│   │                   └── cluster-elasticsearch
│   │                       └── aliases
│   │                           └── health
│   │                               └── indices
│   │                                   └── latest_documents.json
│   │                                       └── nodes
│   │                                           └── nodes_stats.json
│   │                                               └── thread_pool
│   │                                                   └── cr
│   │                                                       └── elasticsearch-cdm-lp8l38m0-1-794d6dd989-4jxms
│   │                                                           └── logs
│   │                                                               └── elasticsearch-cdm-lp8l38m0-1-794d6dd989-4jxms
│   │                                                                 └── install
│   │                                                                     └── co_logs
│   │                                                                         └── install_plan
│   │                                                                             └── olmo_logs
│   │                                                                                     └── subscription
```

OpenShift Container Platform 4.13 Support
3. Run the **oc adm must-gather** command with one or more **--image** or **--image-stream** arguments. For example, the following command gathers both the default cluster data and information specific to KubeVirt:

```bash
$ oc adm must-gather
   --image-stream=openshift/must-gather
   --image=quay.io/kubevirt/must-gather
```

---

**OpenShift Container Platform 4.13 Support**

---

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1. The default OpenShift Container Platform **must-gather** image

2. The **must-gather** image for KubeVirt

4. Create a compressed file from the **must-gather** directory that was just created in your working directory. For example, on a computer that uses a Linux operating system, run the following command:

   ```bash
   $ tar cvf must-gather.tar.gz must-gather.local.5421342344627712289/
   ```

   Make sure to replace **must-gather-local.5421342344627712289/** with the actual directory name.

5. Attach the compressed file to your support case on the [Customer Support page](https://www.example.com) of the Red Hat Customer Portal.

5.2. ADDITIONAL RESOURCES

- [Gathering debugging data](#) for the Custom Metrics Autoscaler.

- [Red Hat OpenShift Container Platform Life Cycle Policy](#)

5.2.1. Gathering network logs

You can gather network logs on all nodes in a cluster.

**Procedure**

1. Run the `oc adm must-gather` command with `--gather_network_logs`:

   ```bash
   $ oc adm must-gather -- gather_network_logs
   ```

2. Create a compressed file from the **must-gather** directory that was just created in your working directory. For example, on a computer that uses a Linux operating system, run the following command:

   ```bash
   $ tar cvf must-gather.tar.gz must-gather.local.472290403699006248
   ```

   Replace **must-gather-local.472290403699006248** with the actual directory name.

3. Attach the compressed file to your support case on the [Customer Support page](https://www.example.com) of the Red Hat Customer Portal.

5.3. OBTAINING YOUR CLUSTER ID

When providing information to Red Hat Support, it is helpful to provide the unique identifier for your cluster. You can have your cluster ID autofilled by using the OpenShift Container Platform web console. You can also manually obtain your cluster ID by using the web console or the OpenShift CLI (`oc`).

**Prerequisites**
• You have access to the cluster as a user with the `cluster-admin` role.
• You have access to the web console or the OpenShift CLI (oc) installed.

Procedure
• To open a support case and have your cluster ID autofilled using the web console:
  a. From the toolbar, navigate to (?) Help → Open Support Case.
  b. The Cluster ID value is autofilled.
• To manually obtain your cluster ID using the web console:
  b. The value is available in the Cluster ID field of the Details section.
• To obtain your cluster ID using the OpenShift CLI (oc), run the following command:

```
$ oc get clusterversion -o jsonpath='{.items[].spec.clusterID}'
```

5.4. ABOUT SOSREPORT

`sosreport` is a tool that collects configuration details, system information, and diagnostic data from Red Hat Enterprise Linux (RHEL) and Red Hat Enterprise Linux CoreOS (RHCOS) systems. `sosreport` provides a standardized way to collect diagnostic information relating to a node, which can then be provided to Red Hat Support for issue diagnosis.

In some support interactions, Red Hat Support may ask you to collect a `sosreport` archive for a specific OpenShift Container Platform node. For example, it might sometimes be necessary to review system logs or other node-specific data that is not included within the output of `oc adm must-gather`.

5.5. GENERATING A SOSREPORT ARCHIVE FOR AN OPENSSHIFT CONTAINER PLATFORM CLUSTER NODE

The recommended way to generate a `sosreport` for an OpenShift Container Platform 4.13 cluster node is through a debug pod.

Prerequisites
• You have access to the cluster as a user with the `cluster-admin` role.
• You have SSH access to your hosts.
• You have installed the OpenShift CLI (oc).
• You have a Red Hat standard or premium Subscription.
• You have a Red Hat Customer Portal account.
• You have an existing Red Hat Support case ID.

Procedure
1. Obtain a list of cluster nodes:

   ```
   $ oc get nodes
   ```

2. Enter into a debug session on the target node. This step instantiates a debug pod called `<node_name>-debug`:

   ```
   $ oc debug node/my-cluster-node
   ```

To enter into a debug session on the target node that is tainted with the NoExecute effect, add a toleration to a dummy namespace, and start the debug pod in the dummy namespace:

```
$ oc new-project dummy
$ oc patch namespace dummy --type=merge -p '{"metadata": {"annotations": { "scheduler.alpha.kubernetes.io/defaultTolerations": "["operator": "Exists"]"}}}'
$ oc debug node/my-cluster-node
```

3. Set `/host` as the root directory within the debug shell. The debug pod mounts the host’s root file system in `/host` within the pod. By changing the root directory to `/host`, you can run binaries contained in the host’s executable paths:

   ```
   # chroot /host
   ```

   **NOTE**
   
   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>..<cluster_name>.<base_domain>` instead.

4. Start a `toolbox` container, which includes the required binaries and plugins to run `sosreport`:

   ```
   # toolbox
   ```

   **NOTE**
   
   If an existing `toolbox` pod is already running, the `toolbox` command outputs `toolbox-` already exists. Trying to start.... Remove the running toolbox container with `podman rm toolbox-` and spawn a new toolbox container, to avoid issues with `sosreport` plugins.

5. Collect a `sosreport` archive.

   a. Run the `sosreport` command and enable the `crio.all` and `crio.logs` CRI-O container engine `sosreport` plugins:
# sosreport -k crio.all=on -k crio.logs=on

-k enables you to define sosreport plugin parameters outside of the defaults.

b. Press Enter when prompted, to continue.

c. Provide the Red Hat Support case ID. sosreport adds the ID to the archive's file name.

d. The sosreport output provides the archive's location and checksum. The following sample output references support case ID 01234567:

Your sosreport has been generated and saved in:
/host/var/tmp/sosreport-my-cluster-node-01234567-2020-05-28-eyjknxt.tar.xz

The checksum is: 382ffc167510fd71b4f12a4f40b97a4e

The sosreport archive’s file path is outside of the chroot environment because the toolbox container mounts the host’s root directory at /host.

6. Provide the sosreport archive to Red Hat Support for analysis, using one of the following methods.

- Upload the file to an existing Red Hat support case directly from an OpenShift Container Platform cluster.

  a. From within the toolbox container, run redhat-support-tool to attach the archive directly to an existing Red Hat support case. This example uses support case ID 01234567:

  # redhat-support-tool addattachment -c 01234567 /host/var/tmp/my-sosreport.tar.xz

  The toolbox container mounts the host’s root directory at /host. Reference the absolute path from the toolbox container’s root directory, including /host, when specifying files to upload through the redhat-support-tool command.

- Upload the file to an existing Red Hat support case.

  a. Concatenate the sosreport archive by running the oc debug node/<node_name> command and redirect the output to a file. This command assumes you have exited the previous oc debug session:


  The debug container mounts the host’s root directory at /host. Reference the absolute path from the debug container’s root directory, including /host, when specifying target files for concatenation.
NOTE

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Transferring a sosreport archive from a cluster node by using scp is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, oc operations will be impacted. In such situations, it is possible to copy a sosreport archive from a node by running scp core@<node>.,<cluster_name>,<base_domain>:<file_path> <local_path>.


c. Select Attach files and follow the prompts to upload the file.

5.6. QUERYING BOOTSTRAP NODE JOURNAL LOGS

If you experience bootstrap-related issues, you can gather bootkube.service journald unit logs and container logs from the bootstrap node.

Prerequisites

- You have SSH access to your bootstrap node.
- You have the fully qualified domain name of the bootstrap node.

Procedure

1. Query bootkube.service journald unit logs from a bootstrap node during OpenShift Container Platform installation. Replace <bootstrap_fqdn> with the bootstrap node’s fully qualified domain name:

   ```
   $ ssh core@<bootstrap_fqdn> journalctl -b -f -u bootkube.service
   ```

   NOTE

   The bootkube.service log on the bootstrap node outputs etcd connection refused errors, indicating that the bootstrap server is unable to connect to etcd on control plane nodes. After etcd has started on each control plane node and the nodes have joined the cluster, the errors should stop.

2. Collect logs from the bootstrap node containers using podman on the bootstrap node. Replace <bootstrap_fqdn> with the bootstrap node’s fully qualified domain name:

   ```
   $ ssh core@<bootstrap_fqdn> ‘for pod in $(sudo podman ps -a -q); do sudo podman logs $pod; done’
   ```

5.7. QUERYING CLUSTER NODE JOURNAL LOGS

You can gather journald unit logs and other logs within /var/log on individual cluster nodes.
Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).
- You have SSH access to your hosts.

Procedure

1. Query **kubelet journald** unit logs from OpenShift Container Platform cluster nodes. The following example queries control plane nodes only:

   ```bash
   $ oc adm node-logs --role=master -u kubelet
   ``

   Replace `kubelet` as appropriate to query other unit logs.

2. Collect logs from specific subdirectories under `/var/log/` on cluster nodes.
   - a. Retrieve a list of logs contained within a `/var/log/` subdirectory. The following example lists files in `/var/log/openshift-apiserver/` on all control plane nodes:

     ```bash
     $ oc adm node-logs --role=master --path=openshift-apiserver
     ```

   - b. Inspect a specific log within a `/var/log/` subdirectory. The following example outputs `/var/log/openshift-apiserver/audit.log` contents from all control plane nodes:

     ```bash
     $ oc adm node-logs --role=master --path=openshift-apiserver/audit.log
     ```

   - c. If the API is not functional, review the logs on each node using SSH instead. The following example tails `/var/log/openshift-apiserver/audit.log`:

     ```bash
     $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo tail -f /var/log/openshift-apiserver/audit.log
     ```

NOTE

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

5.8. NETWORK TRACE METHODS

Collecting network traces, in the form of packet capture records, can assist Red Hat Support with troubleshooting network issues.
OpenShift Container Platform supports two ways of performing a network trace. Review the following table and choose the method that meets your needs.

Table 5.2. Supported methods of collecting a network trace

<table>
<thead>
<tr>
<th>Method</th>
<th>Benefits and capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collecting a host network trace</td>
<td>You perform a packet capture for a duration that you specify on one or more nodes at the same time. The packet capture files are transferred from nodes to the client machine when the specified duration is met. You can troubleshoot why a specific action triggers network communication issues. Run the packet capture, perform the action that triggers the issue, and use the logs to diagnose the issue.</td>
</tr>
<tr>
<td>Collecting a network trace from an OpenShift Container Platform node or container</td>
<td>You perform a packet capture on one node or one container. You run the <code>tcpdump</code> command interactively, so you can control the duration of the packet capture. You can start the packet capture manually, trigger the network communication issue, and then stop the packet capture manually. This method uses the <code>cat</code> command and shell redirection to copy the packet capture data from the node or container to the client machine.</td>
</tr>
</tbody>
</table>

5.9. COLLECTING A HOST NETWORK TRACE

Sometimes, troubleshooting a network-related issue is simplified by tracing network communication and capturing packets on multiple nodes at the same time.

You can use a combination of the `oc adm must-gather` command and the `registry.redhat.io/openshift4/network-tools-rhel8` container image to gather packet captures from nodes. Analyzing packet captures can help you troubleshoot network communication issues.

The `oc adm must-gather` command is used to run the `tcpdump` command in pods on specific nodes. The `tcpdump` command records the packet captures in the pods. When the `tcpdump` command exits, the `oc adm must-gather` command transfers the files with the packet captures from the pods to your client machine.

**TIP**

The sample command in the following procedure demonstrates performing a packet capture with the `tcpdump` command. However, you can run any command in the container image that is specified in the `-image` argument to gather troubleshooting information from multiple nodes at the same time.

### Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

### Procedure

1. Run a packet capture from the host network on some nodes by running the following command:
The `--dest-dir` argument specifies that `oc adm must-gather` stores the packet captures in directories that are relative to `/tmp/captures` on the client machine. You can specify any writable directory. When `tcpdump` is run in the debug pod that `oc adm must-gather` starts, the `--source-dir` argument specifies that the packet captures are temporarily stored in the `/tmp/tcpdump` directory on the pod. The `--image` argument specifies a container image that includes the `tcpdump` command. The `--node-selector` argument and example value specifies to perform the packet captures on the worker nodes. As an alternative, you can specify the `--node-name` argument instead to run the packet capture on a single node. If you omit both the `--node-selector` and the `--node-name` argument, the packet captures are performed on all nodes. The `--host-network=true` argument is required so that the packet captures are performed on the network interfaces of the node. The `--timeout` argument and value specify to run the debug pod for 30 seconds. If you do not specify the `--timeout` argument and a duration, the debug pod runs for 10 minutes. The `-i any` argument for the `tcpdump` command specifies to capture packets on all network interfaces. As an alternative, you can specify a network interface name.

2. Perform the action, such as accessing a web application, that triggers the network communication issue while the network trace captures packets.

3. Review the packet capture files that `oc adm must-gather` transferred from the pods to your client machine:

```
$ oc adm must-gather \
  --dest-dir /tmp/captures \\
  --source-dir '/tmp/tcpdump' \\
  --image registry.redhat.io/openshift4/network-tools-rhel8:latest \\
  --node-selector 'node-role.kubernetes.io/worker' \\
  --host-network=true \\
  --timeout 30s \\
  \
  tcpdump -i any \\
  -w /tmp/tcpdump/%Y-%m-%dT%H:%M:%S.pcap -W 1 -G 300
```

The packet captures are stored in directories that identify the hostname, container, and file name. If you did not specify the `--node-selector` argument, then the directory level for the hostname is not present.

5.10. COLLECTING A NETWORK TRACE FROM AN OPENSHIFT CONTAINER PLATFORM NODE OR CONTAINER

When investigating potential network-related OpenShift Container Platform issues, Red Hat Support might request a network packet trace from a specific OpenShift Container Platform cluster node or
from a specific container. The recommended method to capture a network trace in OpenShift Container Platform is through a debug pod.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).
- You have a Red Hat standard or premium Subscription.
- You have a Red Hat Customer Portal account.
- You have an existing Red Hat Support case ID.
- You have SSH access to your hosts.

Procedure

1. Obtain a list of cluster nodes:

   ```bash
   $ oc get nodes
   ```

2. Enter into a debug session on the target node. This step instantiates a debug pod called `<node_name>-debug`:

   ```bash
   $ oc debug node/my-cluster-node
   # chroot /host
   # ip ad
   # toolbox
   ```

   **NOTE**

   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.
<cluster_name>,<base_domain>` instead.

4. From within the `chroot` environment console, obtain the node’s interface names:

   ```bash
   # ip ad
   ```

5. Start a `toolbox` container, which includes the required binaries and plugins to run `sosreport`:

   ```bash
   # toolbox
   ```
NOTE

If an existing toolbox pod is already running, the toolbox command outputs 'toolbox-' already exists. Trying to start…. To avoid tcpdump issues, remove the running toolbox container with podman rm toolbox- and spawn a new toolbox container.

6. Initiate a tcpdump session on the cluster node and redirect output to a capture file. This example uses ens5 as the interface name:

```
$ tcpdump -nn -s 0 -i ens5 -w /host/var/tmp/my-cluster-node_$(date +%d_%m_%Y-%H_%M_%S-%Z).pcap
```

The tcpdump capture file’s path is outside of the chroot environment because the toolbox container mounts the host’s root directory at /host.

7. If a tcpdump capture is required for a specific container on the node, follow these steps.

   a. Determine the target container ID. The chroot host command precedes the crictl command in this step because the toolbox container mounts the host’s root directory at /host:

```
# chroot /host crictl ps
```

   b. Determine the container’s process ID. In this example, the container ID is a7fe32346b120:

```
# chroot /host crictl inspect --output yaml a7fe32346b120 | grep 'pid' | awk '{print $2}'
```

   c. Initiate a tcpdump session on the container and redirect output to a capture file. This example uses 49628 as the container’s process ID and ens5 as the interface name. The nsenter command enters the namespace of a target process and runs a command in its namespace. Because the target process in this example is a container’s process ID, the tcpdump command is run in the container’s namespace from the host:

```
# nsenter -n -t 49628 -- tcpdump -nn -i ens5 -w /host/var/tmp/my-cluster-node-my-container_$(date +%d_%m_%Y-%H_%M_%S-%Z).pcap.pcap
```

The tcpdump capture file’s path is outside of the chroot environment because the toolbox container mounts the host’s root directory at /host.

8. Provide the tcpdump capture file to Red Hat Support for analysis, using one of the following methods.

   - Upload the file to an existing Red Hat support case directly from an OpenShift Container Platform cluster.

```
# redhat-support-tool addattachment -c 01234567 /host/var/tmp/my-tcpdump-capture-file.pcap
```

The tcpdump capture file’s path is outside of the chroot environment because the toolbox container mounts the host’s root directory at /host.
The toolbox container mounts the host’s root directory at /host. Reference the absolute path from the toolbox container’s root directory, including /host/, when uploading the file to an existing Red Hat support case.

- Upload the file to an existing Red Hat support case.
  
a. Concatenate the sosreport archive by running the `oc debug node/<node_name>` command and redirect the output to a file. This command assumes you have exited the previous `oc debug` session:

```bash
```

The debug container mounts the host’s root directory at /host. Reference the absolute path from the debug container’s root directory, including /host, when specifying target files for concatenation.

**NOTE**

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Transferring a tcpdump capture file from a cluster node by using `scp` is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to copy a tcpdump capture file from a node by running `scp core@<node>.<cluster_name>.<base_domain>:<file_path> <local_path>`.


c. Select Attach files and follow the prompts to upload the file.

### 5.11. PROVIDING DIAGNOSTIC DATA TO RED HAT SUPPORT

When investigating OpenShift Container Platform issues, Red Hat Support might ask you to upload diagnostic data to a support case. Files can be uploaded to a support case through the Red Hat Customer Portal, or from an OpenShift Container Platform cluster directly by using the `redhat-support-tool` command.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have SSH access to your hosts.
- You have installed the OpenShift CLI (`oc`).
- You have a Red Hat standard or premium Subscription.
- You have a Red Hat Customer Portal account.
- You have an existing Red Hat Support case ID.
Procedure

- Upload diagnostic data to an existing Red Hat support case through the Red Hat Customer Portal.

1. Concatenate a diagnostic file contained on an OpenShift Container Platform node by using the `oc debug node/<node_name>` command and redirect the output to a file. The following example copies `/host/var/tmp/my-diagnostic-data.tar.gz` from a debug container to `/var/tmp/my-diagnostic-data.tar.gz`:

   ```bash
   ```

   The debug container mounts the host’s root directory at `/host`. Reference the absolute path from the debug container’s root directory, including `/host`, when specifying target files for concatenation.

   **NOTE**

   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Transferring files from a cluster node by using `scp` is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to copy diagnostic files from a node by running `scp core@<node>..<cluster_name>..<base_domain>::<file_path> <local_path>`.


3. Select Attach files and follow the prompts to upload the file.

- Upload diagnostic data to an existing Red Hat support case directly from an OpenShift Container Platform cluster.

1. Obtain a list of cluster nodes:

   ```bash
   $ oc get nodes
   ```

2. Enter into a debug session on the target node. This step instantiates a debug pod called `<node_name>-debug`:

   ```bash
   $ oc debug node/my-cluster-node
   # chroot /host
   ```
NOTE

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>` instead.

4. Start a toolbox container, which includes the required binaries to run `redhat-support-tool`:

```
# toolbox
```

NOTE

If an existing toolbox pod is already running, the `toolbox` command outputs 'toolbox-' already exists. Trying to start.... Remove the running toolbox container with `podman rm toolbox-` and spawn a new toolbox container, to avoid issues.

a. Run `redhat-support-tool` to attach a file from the debug pod directly to an existing Red Hat Support case. This example uses support case ID '01234567' and example file path `/host/var/tmp/my-diagnostic-data.tar.gz`:

```
# redhat-support-tool addattachment -c 01234567 /host/var/tmp/my-diagnostic-data.tar.gz
```

1. The toolbox container mounts the host’s root directory at `/host`. Reference the absolute path from the toolbox container’s root directory, including `/host/`, when specifying files to upload through the `redhat-support-tool` command.

5.12. ABOUT TOOLBOX

`toolbox` is a tool that starts a container on a Red Hat Enterprise Linux CoreOS (RHCOS) system. The tool is primarily used to start a container that includes the required binaries and plugins that are needed to run commands such as `sosreport` and `redhat-support-tool`.

The primary purpose for a `toolbox` container is to gather diagnostic information and to provide it to Red Hat Support. However, if additional diagnostic tools are required, you can add RPM packages or run an image that is an alternative to the standard support tools image.

**Installing packages to a toolbox container**

By default, running the `toolbox` command starts a container with the `registry.redhat.io/rhel8/support-tools:latest` image. This image contains the most frequently used support tools. If you need to collect node-specific data that requires a support tool that is not part of the image, you can install additional packages.

**Prerequisites**

- You have accessed a node with the `oc debug node/<node_name>` command.
Procedure

1. Set `/host` as the root directory within the debug shell. The debug pod mounts the host’s root file system in `/host` within the pod. By changing the root directory to `/host`, you can run binaries contained in the host’s executable paths:

   ```
   # chroot /host
   ```

2. Start the toolbox container:

   ```
   # toolbox
   ```

3. Install the additional package, such as `wget`:

   ```
   # dnf install -y <package_name>
   ```

Starting an alternative image with `toolbox`

By default, running the `toolbox` command starts a container with the `registry.redhat.io/rhel8/support-tools:latest` image. You can start an alternative image by creating a `.toolboxrc` file and specifying the image to run.

Prerequisites

- You have accessed a node with the `oc debug node/<node_name>` command.

Procedure

1. Set `/host` as the root directory within the debug shell. The debug pod mounts the host’s root file system in `/host` within the pod. By changing the root directory to `/host`, you can run binaries contained in the host’s executable paths:

   ```
   # chroot /host
   ```

2. Create a `.toolboxrc` file in the home directory for the root user ID:

   ```
   # vi ~/.toolboxrc
   ```

   ```
   REGISTRY=quay.io
   IMAGE=fedora/fedora:33-x86_64
   TOOLBOX_NAME=toolbox-fedora-33
   ```

   1. Optional: Specify an alternative container registry.
   2. Specify an alternative image to start.
   3. Optional: Specify an alternative name for the toolbox container.

3. Start a toolbox container with the alternative image:

   ```
   # toolbox
   ```
NOTE

If an existing `toolbox` pod is already running, the `toolbox` command outputs
`'toolbox-' already exists. Trying to start...`. Remove the running toolbox
container with `podman rm toolbox-` and spawn a new toolbox container, to avoid
issues with `sosreport` plugins.
CHAPTER 6. SUMMARIZING CLUSTER SPECIFICATIONS

6.1. SUMMARIZING CLUSTER SPECIFICATIONS BY USING A CLUSTER VERSION OBJECT

You can obtain a summary of OpenShift Container Platform cluster specifications by querying the clusterversion resource.

**Prerequisites**

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).

**Procedure**

1. Query cluster version, availability, uptime, and general status:

   ```bash
   $ oc get clusterversion
   ``

   **Example output**
   
   NAME      VERSION   AVAILABLE   PROGRESSING   SINCE   STATUS
   version   4.13.8    True        False         8h      Cluster version is 4.13.8

2. Obtain a detailed summary of cluster specifications, update availability, and update history:

   ```bash
   $ oc describe clusterversion
   ``

   **Example output**
   
   Name:         version
   Namespace:    
   Labels:       <none>
   Annotations:  <none>
   API Version:  config.openshift.io/v1
   Kind:         ClusterVersion
   # ...
   Image:    quay.io/openshift-release-dev/ocp-release@sha256:a956488d295fe5a59c8663a4d9992b9b5d0950f510a7387dbbf8d20fc5970ce
   URL:      https://access.redhat.com/errata/RHSA-2023:4456
   Version:  4.13.8
   History:
   Completion Time:    2023-08-17T13:20:21Z
   Image:              quay.io/openshift-release-dev/ocp-release@sha256:a956488d295fe5a59c8663a4d9992b9b5d0950f510a7387dbbf8d20fc5970ce
   Started Time:       2023-08-17T12:59:45Z
   State:              Completed
CHAPTER 6. SUMMARIZING CLUSTER SPECIFICATIONS

Verified: false
Version: 4.13.8
# ...
CHAPTER 7. TROUBLESHOOTING

7.1. TROUBLESHOOTING INSTALLATIONS

7.1.1. Determining where installation issues occur

When troubleshooting OpenShift Container Platform installation issues, you can monitor installation logs to determine at which stage issues occur. Then, retrieve diagnostic data relevant to that stage.

OpenShift Container Platform installation proceeds through the following stages:

1. Ignition configuration files are created.
2. The bootstrap machine boots and starts hosting the remote resources required for the control plane machines to boot.
3. The control plane machines fetch the remote resources from the bootstrap machine and finish booting.
4. The control plane machines use the bootstrap machine to form an etcd cluster.
5. The bootstrap machine starts a temporary Kubernetes control plane using the new etcd cluster.
6. The temporary control plane schedules the production control plane to the control plane machines.
7. The temporary control plane shuts down and passes control to the production control plane.
8. The bootstrap machine adds OpenShift Container Platform components into the production control plane.
9. The installation program shuts down the bootstrap machine.
10. The control plane sets up the worker nodes.
11. The control plane installs additional services in the form of a set of Operators.
12. The cluster downloads and configures remaining components needed for the day-to-day operation, including the creation of worker machines in supported environments.

7.1.2. User-provisioned infrastructure installation considerations

The default installation method uses installer-provisioned infrastructure. With installer-provisioned infrastructure clusters, OpenShift Container Platform manages all aspects of the cluster, including the operating system itself. If possible, use this feature to avoid having to provision and maintain the cluster infrastructure.

You can alternatively install OpenShift Container Platform 4.13 on infrastructure that you provide. If you use this installation method, follow user-provisioned infrastructure installation documentation carefully. Additionally, review the following considerations before the installation:

- Check the Red Hat Enterprise Linux (RHEL) Ecosystem to determine the level of Red Hat Enterprise Linux CoreOS (RHCOS) support provided for your chosen server hardware or virtualization technology.
Many virtualization and cloud environments require agents to be installed on guest operating systems. Ensure that these agents are installed as a containerized workload deployed through a daemon set.

Install cloud provider integration if you want to enable features such as dynamic storage, on-demand service routing, node hostname to Kubernetes hostname resolution, and cluster autoscaling.

NOTE
It is not possible to enable cloud provider integration in OpenShift Container Platform environments that mix resources from different cloud providers, or that span multiple physical or virtual platforms. The node life cycle controller will not allow nodes that are external to the existing provider to be added to a cluster, and it is not possible to specify more than one cloud provider integration.

A provider-specific Machine API implementation is required if you want to use machine sets or autoscaling to automatically provision OpenShift Container Platform cluster nodes.

Check whether your chosen cloud provider offers a method to inject Ignition configuration files into hosts as part of their initial deployment. If they do not, you will need to host Ignition configuration files by using an HTTP server. The steps taken to troubleshoot Ignition configuration file issues will differ depending on which of these two methods is deployed.

Storage needs to be manually provisioned if you want to leverage optional framework components such as the embedded container registry, Elasticsearch, or Prometheus. Default storage classes are not defined in user-provisioned infrastructure installations unless explicitly configured.

A load balancer is required to distribute API requests across all control plane nodes in highly available OpenShift Container Platform environments. You can use any TCP-based load balancing solution that meets OpenShift Container Platform DNS routing and port requirements.

7.1.3. Checking a load balancer configuration before OpenShift Container Platform installation

Check your load balancer configuration prior to starting an OpenShift Container Platform installation.

Prerequisites

- You have configured an external load balancer of your choosing, in preparation for an OpenShift Container Platform installation. The following example is based on a Red Hat Enterprise Linux (RHEL) host using HAProxy to provide load balancing services to a cluster.
- You have configured DNS in preparation for an OpenShift Container Platform installation.
- You have SSH access to your load balancer.

Procedure

1. Check that the **haproxy** systemd service is active:

   ```
   $ ssh <user_name>@<load_balancer> systemctl status haproxy
   ```
2. Verify that the load balancer is listening on the required ports. The following example references ports 80, 443, 6443, and 22623.

- For HAProxy instances running on Red Hat Enterprise Linux (RHEL) 6, verify port status by using the `netstat` command:
  
  ```
  $ ssh <user_name>@<load_balancer> netstat -nltupe | grep -E ':80|:443|:6443|:22623'
  ```

- For HAProxy instances running on Red Hat Enterprise Linux (RHEL) 7 or 8, verify port status by using the `ss` command:
  
  ```
  $ ssh <user_name>@<load_balancer> ss -nltupe | grep -E ':80|:443|:6443|:22623'
  ```

**NOTE**

Red Hat recommends the `ss` command instead of `netstat` in Red Hat Enterprise Linux (RHEL) 7 or later. `ss` is provided by the `iproute` package. For more information on the `ss` command, see the Red Hat Enterprise Linux (RHEL) 7 Performance Tuning Guide.

3. Check that the wildcard DNS record resolves to the load balancer:

  ```
  $ dig <wildcard_fqdn> @<dns_server>
  ```

### 7.1.4. Specifying OpenShift Container Platform installer log levels

By default, the OpenShift Container Platform installer log level is set to `info`. If more detailed logging is required when diagnosing a failed OpenShift Container Platform installation, you can increase the `openshift-install` log level to `debug` when starting the installation again.

**Prerequisites**

- You have access to the installation host.

**Procedure**

- Set the installation log level to `debug` when initiating the installation:
  
  ```
  $ ./openshift-install --dir <installation_directory> wait-for bootstrap-complete --log-level debug
  ```

  Possible log levels include `info`, `warn`, `error`, and `debug`.

### 7.1.5. Troubleshooting openshift-install command issues

If you experience issues running the `openshift-install` command, check the following:

- The installation has been initiated within 24 hours of Ignition configuration file creation. The Ignition files are created when the following command is run:
  
  ```
  $ ./openshift-install create ignition-configs --dir=./install_dir
  ```
• The `install-config.yaml` file is in the same directory as the installer. If an alternative installation path is declared by using the `./openshift-install --dir` option, verify that the `install-config.yaml` file exists within that directory.

### 7.1.6. Monitoring installation progress

You can monitor high-level installation, bootstrap, and control plane logs as an OpenShift Container Platform installation progresses. This provides greater visibility into how an installation progresses and helps identify the stage at which an installation failure occurs.

#### Prerequisites

- You have access to the cluster as a user with the `cluster-admin` cluster role.
- You have installed the OpenShift CLI (`oc`).
- You have SSH access to your hosts.
- You have the fully qualified domain names of the bootstrap and control plane nodes.

**NOTE**

The initial `kubeadmin` password can be found in `<install_directory>/auth/kubeadmin-password` on the installation host.

#### Procedure

1. Watch the installation log as the installation progresses:

   ```
   $ tail -f ~/<installation_directory>/.openshift_install.log
   ```

2. Monitor the `bootkube.service` journald unit log on the bootstrap node, after it has booted. This provides visibility into the bootstrapping of the first control plane. Replace `<bootstrap_fqdn>` with the bootstrap node’s fully qualified domain name:

   ```
   $ ssh core@<bootstrap_fqdn> journalctl -b -f -u bootkube.service
   ```

   **NOTE**

   The `bootkube.service` log on the bootstrap node outputs etcd `connection refused` errors, indicating that the bootstrap server is unable to connect to etcd on control plane nodes. After etcd has started on each control plane node and the nodes have joined the cluster, the errors should stop.

3. Monitor `kubelet.service` journald unit logs on control plane nodes, after they have booted. This provides visibility into control plane node agent activity.

   a. Monitor the logs using `oc`:

   ```
   $ oc adm node-logs --role=master -u kubelet
   ```

   b. If the API is not functional, review the logs using SSH instead. Replace `<master-node>`, `<cluster_name>`, `<base_domain>` with appropriate values:
4. Monitor **crio.service** journald unit logs on control plane nodes, after they have booted. This provides visibility into control plane node CRI-O container runtime activity.

   a. Monitor the logs using **oc**:

   ```
   $ oc adm node-logs --role=master -u crio
   ```

   b. If the API is not functional, review the logs using SSH instead. Replace `<master-node>.<cluster_name>.<base_domain>` with appropriate values:

   ```
   $ ssh core@master-N.cluster_name.sub_domain.domain journalctl -b -f -u crio.service
   ```

### 7.1.7. Gathering bootstrap node diagnostic data

When experiencing bootstrap-related issues, you can gather **bootkube.service journald** unit logs and container logs from the bootstrap node.

**Prerequisites**

- You have SSH access to your bootstrap node.
- You have the fully qualified domain name of the bootstrap node.
- If you are hosting Ignition configuration files by using an HTTP server, you must have the HTTP server’s fully qualified domain name and the port number. You must also have SSH access to the HTTP host.

**Procedure**

1. If you have access to the bootstrap node’s console, monitor the console until the node reaches the login prompt.

2. Verify the Ignition file configuration.

   a. Verify the bootstrap node Ignition file URL. Replace `<http_server_fqdn>` with HTTP server’s fully qualified domain name:

   ```
   $ curl -I http://<http_server_fqdn>:<port>/bootstrap.ign
   ```

   The `-I` option returns the header only. If the Ignition file is available on the specified URL, the command returns **200 OK** status. If it is not available, the command returns **404 file not found**.

   b. To verify that the Ignition file was received by the bootstrap node, query the HTTP server logs on the serving host. For example, if you are using an Apache web server to serve Ignition files, enter the following command:

   ```
   $ grep -i 'bootstrap.ign' /var/log/httpd/access_log
If the bootstrap Ignition file is received, the associated HTTP GET log message will include a 200 OK success status, indicating that the request succeeded.

c. If the Ignition file was not received, check that the Ignition files exist and that they have the appropriate file and web server permissions on the serving host directly.

- If you are using a cloud provider mechanism to inject Ignition configuration files into hosts as part of their initial deployment.
  a. Review the bootstrap node’s console to determine if the mechanism is injecting the bootstrap node Ignition file correctly.

3. Verify the availability of the bootstrap node’s assigned storage device.

4. Verify that the bootstrap node has been assigned an IP address from the DHCP server.

5. Collect bootkube.service journald unit logs from the bootstrap node. Replace <bootstrap_fqdn> with the bootstrap node’s fully qualified domain name:

```
$ ssh core@<bootstrap_fqdn> journalctl -b -f -u bootkube.service
```

NOTE

The bootkube.service log on the bootstrap node outputs etcd connection refused errors, indicating that the bootstrap server is unable to connect to etcd on control plane nodes. After etcd has started on each control plane node and the nodes have joined the cluster, the errors should stop.

6. Collect logs from the bootstrap node containers.

   a. Collect the logs using podman on the bootstrap node. Replace <bootstrap_fqdn> with the bootstrap node’s fully qualified domain name:

```
$ ssh core@<bootstrap_fqdn> 'for pod in $(sudo podman ps -a -q); do sudo podman logs $pod; done'
```

7. If the bootstrap process fails, verify the following.

   - You can resolve api.<cluster_name>.<base_domain> from the installation host.
   - The load balancer proxies port 6443 connections to bootstrap and control plane nodes. Ensure that the proxy configuration meets OpenShift Container Platform installation requirements.

7.1.8. Investigating control plane node installation issues

If you experience control plane node installation issues, determine the control plane node OpenShift Container Platform software defined network (SDN), and network Operator status. Collect kubelet.service, crio.service journald unit logs, and control plane node container logs for visibility into control plane node agent, CRI-O container runtime, and pod activity.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).
- You have SSH access to your hosts.
- You have the fully qualified domain names of the bootstrap and control plane nodes.
- If you are hosting Ignition configuration files by using an HTTP server, you must have the HTTP server’s fully qualified domain name and the port number. You must also have SSH access to the HTTP host.

**NOTE**

The initial `kubeadmin` password can be found in `<install_directory>/auth/kubeadmin-password` on the installation host.

**Procedure**

1. If you have access to the console for the control plane node, monitor the console until the node reaches the login prompt. During the installation, Ignition log messages are output to the console.

2. Verify Ignition file configuration.
   - If you are hosting Ignition configuration files by using an HTTP server.
     a. Verify the control plane node Ignition file URL. Replace `<http_server_fqdn>` with HTTP server’s fully qualified domain name:

```
$ curl -I http://<http_server_fqdn>[:port]/master.ign
```

1. The `-I` option returns the header only. If the Ignition file is available on the specified URL, the command returns **200 OK** status. If it is not available, the command returns **404 file not found**.

   b. To verify that the Ignition file was received by the control plane node query the HTTP server logs on the serving host. For example, if you are using an Apache web server to serve Ignition files:

```
$ grep -is 'master.ign' /var/log/httpd/access_log
```

   If the master Ignition file is received, the associated **HTTP GET** log message will include a **200 OK** success status, indicating that the request succeeded.

   c. If the Ignition file was not received, check that it exists on the serving host directly. Ensure that the appropriate file and web server permissions are in place.

   - If you are using a cloud provider mechanism to inject Ignition configuration files into hosts as part of their initial deployment.
     a. Review the console for the control plane node to determine if the mechanism is injecting the control plane node Ignition file correctly.

3. Check the availability of the storage device assigned to the control plane node.

4. Verify that the control plane node has been assigned an IP address from the DHCP server.
5. Determine control plane node status.
   a. Query control plane node status:
      
      ```
      $ oc get nodes
      ```
   b. If one of the control plane nodes does not reach a **Ready** status, retrieve a detailed node description:
      
      ```
      $ oc describe node <master_node>
      ```

   **NOTE**
   
   It is not possible to run `oc` commands if an installation issue prevents the OpenShift Container Platform API from running or if the kubelet is not running yet on each node:

   a. Review `sdn-controller`, `sdn`, and `ovs` daemon set status, in the `openshift-sdn` namespace:
      
      ```
      $ oc get daemonsets -n openshift-sdn
      ```
   b. If those resources are listed as **Not found**, review pods in the `openshift-sdn` namespace:
      
      ```
      $ oc get pods -n openshift-sdn
      ```
   c. Review logs relating to failed OpenShift Container Platform SDN pods in the `openshift-sdn` namespace:
      
      ```
      $ oc logs <sdn_pod> -n openshift-sdn
      ```

7. Determine cluster network configuration status.
   a. Review whether the cluster’s network configuration exists:
      
      ```
      $ oc get network.config.openshift.io cluster -o yaml
      ```
   b. If the installer failed to create the network configuration, generate the Kubernetes manifests again and review message output:
      
      ```
      $ ./openshift-install create manifests
      ```
   c. Review the pod status in the `openshift-network-operator` namespace to determine whether the Cluster Network Operator (CNO) is running:
      
      ```
      $ oc get pods -n openshift-network-operator
      ```
   d. Gather network Operator pod logs from the `openshift-network-operator` namespace:
      
      ```
      $ oc logs pod/<network_operator_pod_name> -n openshift-network-operator
      ```
8. Monitor `kubelet.service` journald unit logs on control plane nodes, after they have booted. This provides visibility into control plane node agent activity.
   a. Retrieve the logs using `oc`:
      ```bash
      $ oc adm node-logs --role=master -u kubelet
      ```
   b. If the API is not functional, review the logs using SSH instead. Replace `<master-node>.<cluster_name>.<base_domain>` with appropriate values:
      ```bash
      $ ssh core@<master-node>.<cluster_name>.<base_domain> journalctl -b -f -u kubelet.service
      ```

**NOTE**

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

9. Retrieve `crio.service` journald unit logs on control plane nodes, after they have booted. This provides visibility into control plane node CRI-O container runtime activity.
   a. Retrieve the logs using `oc`:
      ```bash
      $ oc adm node-logs --role=master -u crio
      ```
   b. If the API is not functional, review the logs using SSH instead:
      ```bash
      $ ssh core@<master-node>.<cluster_name>.<base_domain> journalctl -b -f -u crio.service
      ```

10. Collect logs from specific subdirectories under `/var/log/` on control plane nodes.
    a. Retrieve a list of logs contained within a `/var/log/` subdirectory. The following example lists files in `/var/log/openshift-apiserver/` on all control plane nodes:
       ```bash
       $ oc adm node-logs --role=master --path=openshift-apiserver
       ```
    b. Inspect a specific log within a `/var/log/` subdirectory. The following example outputs `/var/log/openshift-apiserver/audit.log` contents from all control plane nodes:
       ```bash
       $ oc adm node-logs --role=master --path=openshift-apiserver/audit.log
       ```
    c. If the API is not functional, review the logs on each node using SSH instead. The following example tails `/var/log/openshift-apiserver/audit.log`:
       ```bash
       $ oc adm node-logs --role=master --path=openshift-apiserver/audit.log
       ```
11. Review control plane node container logs using SSH.
   a. List the containers:
      
      ```
      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl ps -a
      ```
   
   b. Retrieve a container’s logs using `crictl`:
      
      ```
      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl logs -f
      <container_id>
      ```

12. If you experience control plane node configuration issues, verify that the MCO, MCO endpoint, and DNS record are functioning. The Machine Config Operator (MCO) manages operating system configuration during the installation procedure. Also verify system clock accuracy and certificate validity.
    a. Test whether the MCO endpoint is available. Replace `<cluster_name>` with appropriate values:
       
       ```
       $ curl https://api-int.<cluster_name>:22623/config/master
       ```
    
    b. If the endpoint is unresponsive, verify load balancer configuration. Ensure that the endpoint is configured to run on port 22623.
    
    c. Verify that the MCO endpoint’s DNS record is configured and resolves to the load balancer.
       i. Run a DNS lookup for the defined MCO endpoint name:
          
          ```
          $ dig api-int.<cluster_name> @<dns_server>
          ```
       
       ii. Run a reverse lookup to the assigned MCO IP address on the load balancer:
          
          ```
          $ dig -x <load_balancer_mco_ip_address> @<dns_server>
          ```
    
    d. Verify that the MCO is functioning from the bootstrap node directly. Replace `<bootstrap_fqdn>` with the bootstrap node’s fully qualified domain name:
       
       ```
       $ ssh core@<bootstrap_fqdn> curl https://api-int.<cluster_name>:22623/config/master
       ```
    
    e. System clock time must be synchronized between bootstrap, master, and worker nodes. Check each node’s system clock reference time and time synchronization statistics:
       
       ```
       $ ssh core@<node>.<cluster_name>.<base_domain> chronyc tracking
       ```
    
    f. Review certificate validity:
       
       ```
       $ openssl s_client -connect api-int.<cluster_name>:22623 | openssl x509 -noout -text
       ```

7.1.9. Investigating etcd installation issues
If you experience etcd issues during installation, you can check etcd pod status and collect etcd pod logs. You can also verify etcd DNS records and check DNS availability on control plane nodes.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).
- You have SSH access to your hosts.
- You have the fully qualified domain names of the control plane nodes.

Procedure

1. Check the status of etcd pods.
   a. Review the status of pods in the openshift-etcd namespace:

   ```
   $ oc get pods -n openshift-etcd
   ```

   b. Review the status of pods in the openshift-etcd-operator namespace:

   ```
   $ oc get pods -n openshift-etcd-operator
   ```

2. If any of the pods listed by the previous commands are not showing a Running or a Completed status, gather diagnostic information for the pod.
   a. Review events for the pod:

   ```
   $ oc describe pod/<pod_name> -n <namespace>
   ```

   b. Inspect the pod’s logs:

   ```
   $ oc logs pod/<pod_name> -n <namespace>
   ```

   c. If the pod has more than one container, the preceding command will create an error, and the container names will be provided in the error message. Inspect logs for each container:

   ```
   $ oc logs pod/<pod_name> -c <container_name> -n <namespace>
   ```

3. If the API is not functional, review etcd pod and container logs on each control plane node by using SSH instead. Replace `<master-node>.<cluster_name>.<base_domain>` with appropriate values.
   a. List etcd pods on each control plane node:

   ```
   $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl pods --name=etcd-
   ```

   b. For any pods not showing Ready status, inspect pod status in detail. Replace `<pod_id>` with the pod’s ID listed in the output of the preceding command:
c. List containers related to a pod:

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspect <pod_id>
```

d. For any containers not showing Ready status, inspect container status in detail. Replace `<container_id>` with container IDs listed in the output of the preceding command:

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspect <container_id>
```

e. Review the logs for any containers not showing a Ready status. Replace `<container_id>` with the container IDs listed in the output of the preceding command:

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl logs -f <container_id>
```

**NOTE**

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

4. Validate primary and secondary DNS server connectivity from control plane nodes.

### 7.1.10. Investigating control plane node kubelet and API server issues

To investigate control plane node kubelet and API server issues during installation, check DNS, DHCP, and load balancer functionality. Also, verify that certificates have not expired.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).
- You have SSH access to your hosts.
- You have the fully qualified domain names of the control plane nodes.

**Procedure**

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspectp <pod_id>
```

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl ps | grep '<pod_id>'
```

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspect <container_id>
```

```bash
$ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl logs -f <container_id>
```
1. Verify that the API server’s DNS record directs the kubelet on control plane nodes to https://api-int.<cluster_name>.<base_domain>:6443. Ensure that the record references the load balancer.

2. Ensure that the load balancer’s port 6443 definition references each control plane node.

3. Check that unique control plane node hostnames have been provided by DHCP.

4. Inspect the kubelet.service journald unit logs on each control plane node.
   a. Retrieve the logs using oc:
      ```
      $ oc adm node-logs --role=master -u kubelet
      ```
   b. If the API is not functional, review the logs using SSH instead. Replace <master-node>.<cluster_name>.<base_domain> with appropriate values:
      ```
      $ ssh core@<master-node>.<cluster_name>.<base_domain> journalctl -b -f -u kubelet.service
      ```

5. Check for certificate expiration messages in the control plane node kubelet logs.
   a. Retrieve the log using oc:
      ```
      $ oc adm node-logs --role=master -u kubelet | grep -is 'x509: certificate has expired'
      ```
   b. If the API is not functional, review the logs using SSH instead. Replace <master-node>.<cluster_name>.<base_domain> with appropriate values:
      ```
      $ ssh core@<master-node>.<cluster_name>.<base_domain> journalctl -b -f -u kubelet.service | grep -is 'x509: certificate has expired'
      ```

7.1.11. Investigating worker node installation issues

If you experience worker node installation issues, you can review the worker node status. Collect kubelet.service, crio.service journald unit logs and the worker node container logs for visibility into the worker node agent, CRI-O container runtime and pod activity. Additionally, you can check the Ignition file and Machine API Operator functionality. If worker node postinstallation configuration fails, check Machine Config Operator (MCO) and DNS functionality. You can also verify system clock synchronization between the bootstrap, master, and worker nodes, and validate certificates.

Prerequisites
You have access to the cluster as a user with the `cluster-admin` role.

You have installed the OpenShift CLI (`oc`).

You have SSH access to your hosts.

You have the fully qualified domain names of the bootstrap and worker nodes.

If you are hosting Ignition configuration files by using an HTTP server, you must have the HTTP server’s fully qualified domain name and the port number. You must also have SSH access to the HTTP host.

**NOTE**

The initial `kubeadmin` password can be found in `<install_directory>/auth/kubeadmin-password` on the installation host.

**Procedure**

1. If you have access to the worker node’s console, monitor the console until the node reaches the login prompt. During the installation, Ignition log messages are output to the console.

2. Verify Ignition file configuration.
   
   - If you are hosting Ignition configuration files by using an HTTP server.
     
     a. Verify the worker node Ignition file URL. Replace `<http_server_fqdn>` with HTTP server’s fully qualified domain name:

        ```bash
        $ curl -I http://<http_server_fqdn>:<port>/worker.ign
        ```

        The `-I` option returns the header only. If the Ignition file is available on the specified URL, the command returns `200 OK` status. If it is not available, the command returns `404 file not found`.

     b. To verify that the Ignition file was received by the worker node, query the HTTP server logs on the HTTP host. For example, if you are using an Apache web server to serve Ignition files:

        ```bash
        $ grep -is 'worker.ign' /var/log/httpd/access_log
        ```

        If the worker Ignition file is received, the associated `HTTP GET` log message will include a `200 OK` success status, indicating that the request succeeded.

     c. If the Ignition file was not received, check that it exists on the serving host directly. Ensure that the appropriate file and web server permissions are in place.

   - If you are using a cloud provider mechanism to inject Ignition configuration files into hosts as part of their initial deployment.
     
     a. Review the worker node’s console to determine if the mechanism is injecting the worker node Ignition file correctly.

3. Check the availability of the worker node’s assigned storage device.
4. Verify that the worker node has been assigned an IP address from the DHCP server.

5. Determine worker node status.
   a. Query node status:
   
   ```
   $ oc get nodes
   ```
   
   b. Retrieve a detailed node description for any worker nodes not showing a **Ready** status:
   
   ```
   $ oc describe node <worker_node>
   ```

   **NOTE**

   It is not possible to run `oc` commands if an installation issue prevents the
   OpenShift Container Platform API from running or if the kubelet is not
   running yet on each node.

6. Unlike control plane nodes, worker nodes are deployed and scaled using the Machine API Operator. Check the status of the Machine API Operator.
   a. Review Machine API Operator pod status:
   
   ```
   $ oc get pods -n openshift-machine-api
   ```
   
   b. If the Machine API Operator pod does not have a **Ready** status, detail the pod’s events:
   
   ```
   $ oc describe pod/<machine_api_operator_pod_name> -n openshift-machine-api
   ```
   
   c. Inspect `machine-api-operator` container logs. The container runs within the `machine-api-operator` pod:
   
   ```
   $ oc logs pod/<machine_api_operator_pod_name> -n openshift-machine-api -c machine-api-operator
   ```
   
   d. Also inspect `kube-rbac-proxy` container logs. The container also runs within the `machine-api-operator` pod:
   
   ```
   $ oc logs pod/<machine_api_operator_pod_name> -n openshift-machine-api -c kube-rbac-proxy
   ```

7. Monitor `kubelet.service` journald unit logs on worker nodes, after they have booted. This provides visibility into worker node agent activity.
   a. Retrieve the logs using `oc`:
   
   ```
   $ oc adm node-logs --role=worker -u kubelet
   ```
   
   b. If the API is not functional, review the logs using SSH instead. Replace `<worker-node>`, `<cluster_name>`, `<base_domain>` with appropriate values:
   
   ```
   $ ssh core@<worker-node>.<cluster_name>.<base_domain> journalctl -b -f -u kubelet.service
   ```
NOTE

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

8. Retrieve `crio.service` journald unit logs on worker nodes, after they have booted. This provides visibility into worker node CRI-O container runtime activity.
   
a. Retrieve the logs using `oc`:
   
   ```
   $ oc adm node-logs --role=worker -u crio
   ```

   b. If the API is not functional, review the logs using SSH instead:
   
   ```
   $ ssh core@<worker-node>.<cluster_name>.<base_domain> journalctl -b -f -u crio.service
   ```

9. Collect logs from specific subdirectories under `/var/log/` on worker nodes.

   a. Retrieve a list of logs contained within a `/var/log/` subdirectory. The following example lists files in `/var/log/sssd/` on all worker nodes:
   
   ```
   $ oc adm node-logs --role=worker --path=sssd
   ```

   b. Inspect a specific log within a `/var/log/` subdirectory. The following example outputs `/var/log/sssd/audit.log` contents from all worker nodes:
   
   ```
   $ oc adm node-logs --role=worker --path=sssd/sssd.log
   ```

   c. If the API is not functional, review the logs on each node using SSH instead. The following example tails `/var/log/sssd/sssd.log`:
   
   ```
   $ ssh core@<worker-node>.<cluster_name>.<base_domain> sudo tail -f /var/log/sssd/sssd.log
   ```

10. Review worker node container logs using SSH.

    a. List the containers:
    
    ```
    $ ssh core@<worker-node>.<cluster_name>.<base_domain> sudo crictl ps -a
    ```

    b. Retrieve a container's logs using `crictl`:
    
    ```
    $ ssh core@<worker-node>.<cluster_name>.<base_domain> sudo crictl logs -f <container_id>
    ```
Il. If you experience worker node configuration issues, verify that the MCO, MCO endpoint, and DNS record are functioning. The Machine Config Operator (MCO) manages operating system configuration during the installation procedure. Also verify system clock accuracy and certificate validity.

a. Test whether the MCO endpoint is available. Replace `<cluster_name>` with appropriate values:

```bash
$ curl https://api-int.<cluster_name>:22623/config/worker
```

b. If the endpoint is unresponsive, verify load balancer configuration. Ensure that the endpoint is configured to run on port 22623.

c. Verify that the MCO endpoint’s DNS record is configured and resolves to the load balancer.

i. Run a DNS lookup for the defined MCO endpoint name:

```bash
$ dig api-int.<cluster_name> @<dns_server>
```

ii. Run a reverse lookup to the assigned MCO IP address on the load balancer:

```bash
$ dig -x <load_balancer_mco_ip_address> @<dns_server>
```

d. Verify that the MCO is functioning from the bootstrap node directly. Replace `<bootstrap_fqdn>` with the bootstrap node’s fully qualified domain name:

```bash
$ ssh core@<bootstrap_fqdn> curl https://api-int.<cluster_name>:22623/config/worker
```

e. System clock time must be synchronized between bootstrap, master, and worker nodes. Check each node’s system clock reference time and time synchronization statistics:

```bash
$ ssh core@<node>.<cluster_name>.<base_domain> chronyc tracking
```

f. Review certificate validity:

```bash
$ openssl s_client -connect api-int.<cluster_name>:22623 | openssl x509 -noout -text
```

### 7.1.12. Querying Operator status after installation

You can check Operator status at the end of an installation. Retrieve diagnostic data for Operators that do not become available. Review logs for any Operator pods that are listed as **Pending** or have an error status. Validate base images used by problematic pods.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. Check that cluster Operators are all available at the end of an installation.
2. Verify that all of the required certificate signing requests (CSRs) are approved. Some nodes might not move to a Ready status and some cluster Operators might not become available if there are pending CSRs.

   a. Check the status of the CSRs and ensure that you see a client and server request with the Pending or Approved status for each machine that you added to the cluster:

   $ oc get csr

   **Example output**

<table>
<thead>
<tr>
<th>NAME</th>
<th>AGE</th>
<th>REQUESTOR</th>
<th>CONDITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>csr-8b2br</td>
<td>15m</td>
<td>system:serviceaccount:openshift-machine-config-operator:node-bootstrapper</td>
<td>Pending</td>
</tr>
<tr>
<td>csr-8vnps</td>
<td>15m</td>
<td>system:serviceaccount:openshift-machine-config-operator:node-bootstrapper</td>
<td>Pending</td>
</tr>
<tr>
<td>csr-bfd72</td>
<td>5m26s</td>
<td>system:node:ip-10-0-50-126.us-east-2.compute.internal</td>
<td>Pending</td>
</tr>
<tr>
<td>csr-c57lv</td>
<td>5m26s</td>
<td>system:node:ip-10-0-95-157.us-east-2.compute.internal</td>
<td>Pending</td>
</tr>
</tbody>
</table>

   1 A client request CSR.
   2 A server request CSR.

   In this example, two machines are joining the cluster. You might see more approved CSRs in the list.

   b. If the CSRs were not approved, after all of the pending CSRs for the machines you added are in Pending status, approve the CSRs for your cluster machines:

   **NOTE**

   Because the CSRs rotate automatically, approve your CSRs within an hour of adding the machines to the cluster. If you do not approve them within an hour, the certificates will rotate, and more than two certificates will be present for each node. You must approve all of these certificates. After you approve the initial CSRs, the subsequent node client CSRs are automatically approved by the cluster kube-controller-manager.
NOTE

For clusters running on platforms that are not machine API enabled, such as bare metal and other user-provisioned infrastructure, you must implement a method of automatically approving the kubelet serving certificate requests (CSRs). If a request is not approved, then the `oc exec`, `oc rsh`, and `oc logs` commands cannot succeed, because a serving certificate is required when the API server connects to the kubelet. Any operation that contacts the Kubelet endpoint requires this certificate approval to be in place. The method must watch for new CSRs, confirm that the CSR was submitted by the `node-bootstrapper` service account in the `system:node` or `system:admin` groups, and confirm the identity of the node.

- To approve them individually, run the following command for each valid CSR:
  ```
  $ oc adm certificate approve <csr_name> ①
  
  ① <csr_name> is the name of a CSR from the list of current CSRs.
  ```

- To approve all pending CSRs, run the following command:
  ```
  $ oc get csr -o go-template='{{range .items}}{{if not .status}}{{.metadata.name}}
  {{"\n"}}{{end}}{{end}}' | xargs oc adm certificate approve
  ```

3. View Operator events:
   ```
   $ oc describe clusteroperator <operator_name>
   ```

4. Review Operator pod status within the Operator’s namespace:
   ```
   $ oc get pods -n <operator_namespace>
   ```

5. Obtain a detailed description for pods that do not have `Running` status:
   ```
   $ oc describe pod/<operator_pod_name> -n <operator_namespace>
   ```

6. Inspect pod logs:
   ```
   $ oc logs pod/<operator_pod_name> -n <operator_namespace>
   ```

7. When experiencing pod base image related issues, review base image status.
   a. Obtain details of the base image used by a problematic pod:
      ```
      $ oc get pod -o "jsonpath=(range .status.containerStatuses[*]).name{"\t"}.state{"\t"}.{image}" <operator_pod_name> -n <operator_namespace>
      ```
   b. List base image release information:
      ```
      $ oc adm release info <image_path>:<tag> --commits
      ```
7.1.13. Gathering logs from a failed installation

If you gave an SSH key to your installation program, you can gather data about your failed installation.

**NOTE**

You use a different command to gather logs about an unsuccessful installation than to gather logs from a running cluster. If you must gather logs from a running cluster, use the `oc adm must-gather` command.

**Prerequisites**

- Your OpenShift Container Platform installation failed before the bootstrap process finished. The bootstrap node is running and accessible through SSH.
- The `ssh-agent` process is active on your computer, and you provided the same SSH key to both the `ssh-agent` process and the installation program.
- If you tried to install a cluster on infrastructure that you provisioned, you must have the fully qualified domain names of the bootstrap and control plane nodes.

**Procedure**

1. Generate the commands that are required to obtain the installation logs from the bootstrap and control plane machines:

   - If you used installer-provisioned infrastructure, change to the directory that contains the installation program and run the following command:

     ```
     $ ./openshift-install gather bootstrap --dir <installation_directory>
     ```

     1. **installation_directory** is the directory you specified when you ran `./openshift-install create cluster`. This directory contains the OpenShift Container Platform definition files that the installation program creates.

     For installer-provisioned infrastructure, the installation program stores information about the cluster, so you do not specify the hostnames or IP addresses.

   - If you used infrastructure that you provisioned yourself, change to the directory that contains the installation program and run the following command:

     ```
     $ ./openshift-install gather bootstrap --dir <installation_directory>
       --bootstrap <bootstrap_address> \
       --master <master_1_address> \
       --master <master_2_address> \
       --master <master_3_address>"
     ```

     1. For **installation_directory**, specify the same directory you specified when you ran `./openshift-install create cluster`. This directory contains the OpenShift Container Platform definition files that the installation program creates.

     2. **<bootstrap_address>** is the fully qualified domain name or IP address of the cluster’s bootstrap machine.
For each control plane, or master, machine in your cluster, replace `<master_*_address>` with its fully qualified domain name or IP address.

NOTE
A default cluster contains three control plane machines. List all of your control plane machines as shown, no matter how many your cluster uses.

Example output

INFO Pulling debug logs from the bootstrap machine
INFO Bootstrap gather logs captured here "<installation_directory>/log-bundle-<timestamp>.tar.gz"

If you open a Red Hat support case about your installation failure, include the compressed logs in the case.

7.1.14. Additional resources

- See Installation process for more details on OpenShift Container Platform installation types and process.

7.2. VERIFYING NODE HEALTH

7.2.1. Reviewing node status, resource usage, and configuration

Review cluster node health status, resource consumption statistics, and node logs. Additionally, query kubelet status on individual nodes.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).

Procedure

- List the name, status, and role for all nodes in the cluster:
  
  $ oc get nodes

- Summarize CPU and memory usage for each node within the cluster:
  
  $ oc adm top nodes

- Summarize CPU and memory usage for a specific node:
  
  $ oc adm top node my-node

7.2.2. Querying the kubelet’s status on a node
You can review cluster node health status, resource consumption statistics, and node logs. Additionally, you can query kubelet status on individual nodes.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- Your API service is still functional.
- You have installed the OpenShift CLI (oc).

Procedure

1. The kubelet is managed using a systemd service on each node. Review the kubelet’s status by querying the kubelet systemd service within a debug pod.
   a. Start a debug pod for a node:
      ```
      $ oc debug node/my-node
      ```
   
   **NOTE**
   
   If you are running oc debug on a control plane node, you can find administrative kubeconfig files in the /etc/kubernetes/static-pod-resources/kube-apiserver-certs/secrets/node-kubeconfigs directory.
   
   b. Set /host as the root directory within the debug shell. The debug pod mounts the host’s root file system in /host within the pod. By changing the root directory to /host, you can run binaries contained in the host’s executable paths:
      ```
      # chroot /host
      ```
   
   **NOTE**
   
   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or kubelet is not properly functioning on the target node, oc operations will be impacted. In such situations, it is possible to access nodes using ssh core@<node>.<cluster_name>.<base_domain> instead.
   
   c. Check whether the kubelet systemd service is active on the node:
      ```
      # systemctl is-active kubelet
      ```
   
   d. Output a more detailed kubelet.service status summary:
      ```
      # systemctl status kubelet
      ```

7.2.3. Querying cluster node journal logs
You can gather `journald` unit logs and other logs within `/var/log` on individual cluster nodes.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).
- You have SSH access to your hosts.

**Procedure**

1. Query `kubelet journald` unit logs from OpenShift Container Platform cluster nodes. The following example queries control plane nodes only:

   ```bash
   $ oc adm node-logs --role=master -u kubelet
   ```

   Replace `kubelet` as appropriate to query other unit logs.

2. Collect logs from specific subdirectories under `/var/log/` on cluster nodes.
   a. Retrieve a list of logs contained within a `/var/log/` subdirectory. The following example lists files in `/var/log/openshift-apiserver/` on all control plane nodes:

   ```bash
   $ oc adm node-logs --role=master --path=openshift-apiserver
   ``

   b. Inspect a specific log within a `/var/log/` subdirectory. The following example outputs `/var/log/openshift-apiserver/audit.log` contents from all control plane nodes:

   ```bash
   $ oc adm node-logs --role=master --path=openshift-apiserver/audit.log
   
   ```

   c. If the API is not functional, review the logs on each node using SSH instead. The following example tails `/var/log/openshift-apiserver/audit.log`:

   ```bash
   $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo tail -f /var/log/openshift-apiserver/audit.log
   ``

**NOTE**

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

7.3. TROUBLESHOOTING CRI-O CONTAINER RUNTIME ISSUES
7.3.1. About CRI-O container runtime engine

CRI-O is a Kubernetes-native container engine implementation that integrates closely with the operating system to deliver an efficient and optimized Kubernetes experience. The CRI-O container engine runs as a systemd service on each OpenShift Container Platform cluster node.

When container runtime issues occur, verify the status of the `crio` systemd service on each node. Gather CRI-O journald unit logs from nodes that have container runtime issues.

7.3.2. Verifying CRI-O runtime engine status

You can verify CRI-O container runtime engine status on each cluster node.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. Review CRI-O status by querying the `crio` systemd service on a node, within a debug pod.
   a. Start a debug pod for a node:
      
      ```
      $ oc debug node/my-node
      # chroot /host
      # systemctl is-active crio
      # systemctl status crio.service
      ```

   b. Set `/host` as the root directory within the debug shell. The debug pod mounts the host’s root file system in `/host` within the pod. By changing the root directory to `/host`, you can run binaries contained in the host’s executable paths:
      
      ```
      # chroot /host
      ```

   c. Check whether the `crio` systemd service is active on the node:
      
      ```
      # systemctl is-active crio
      ```

   d. Output a more detailed `crio.service` status summary:
      
      ```
      # systemctl status crio.service
      ```

7.3.3. Gathering CRI-O journald unit logs

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>` instead.
If you experience CRI-O issues, you can obtain CRI-O journald unit logs from a node.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).
- You have the fully qualified domain names of the control plane or control plane machines.

**Procedure**

1. Gather CRI-O journald unit logs. The following example collects logs from all control plane nodes (within the cluster):
   ```bash
   $ oc adm node-logs --role=master -u crio
   ```

2. Gather CRI-O journald unit logs from a specific node:
   ```bash
   $ oc adm node-logs <node_name> -u crio
   ```

3. If the API is not functional, review the logs using SSH instead. Replace `<node>`, `<cluster_name>`, `<base_domain>` with appropriate values:
   ```bash
   $ ssh core@<node>.<cluster_name>.<base_domain> journalctl -b -f -u crio.service
   ```

**NOTE**

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

### 7.3.4. Cleaning CRI-O storage

You can manually clear the CRI-O ephemeral storage if you experience the following issues:

- A node cannot run on any pods and this error appears:
  ```plaintext
  Failed to create pod sandbox: rpc error: code = Unknown desc = failed to mount container
  XXX: error recreating the missing symlinks: error reading name of symlink for XXX: open
  /var/lib/containers/storage/overlay/XXX/link: no such file or directory
  ```

- You cannot create a new container on a working node and the “can’t stat lower layer” error appears:
can't stat lower layer ... because it does not exist. Going through storage to recreate the missing symlinks.

- Your node is in the NotReady state after a cluster upgrade or if you attempt to reboot it.
- The container runtime implementation (crio) is not working properly.
- You are unable to start a debug shell on the node using `oc debug node/<node_name>` because the container runtime instance (crio) is not working.

Follow this process to completely wipe the CRI-O storage and resolve the errors.

Prerequisites:
- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).

Procedure

1. Use cordon on the node. This is to avoid any workload getting scheduled if the node gets into the Ready status. You will know that scheduling is disabled when SchedulingDisabled is in your Status section:

   ```
   $ oc adm cordon <node_name>
   ```

2. Drain the node as the cluster-admin user:

   ```
   $ oc adm drain <node_name> --ignore-daemonsets --delete-emptydir-data
   ```

   **NOTE**

   The terminationGracePeriodSeconds attribute of a pod or pod template controls the graceful termination period. This attribute defaults at 30 seconds, but can be customized for each application as necessary. If set to more than 90 seconds, the pod might be marked as SIGKILLED and fail to terminate successfully.

3. When the node returns, connect back to the node via SSH or Console. Then connect to the root user:

   ```
   $ ssh core@node1.example.com
   $ sudo -i
   ```

4. Manually stop the kubelet:

   ```
   # systemctl stop kubelet
   ```

5. Stop the containers and pods:

   a. Use the following command to stop the pods that are not in the HostNetwork. They must be removed first because their removal relies on the networking plugin pods, which are in the HostNetwork.
.. for pod in $(crictl pods -q); do if ["$(crictl inspectp $pod | jq -r .status.linux.namespaces.options.network)" != "NODE"]; then crictl rmp -f $pod; fi; done

b. Stop all other pods:

# crictl rmp -fa

6. Manually stop the crio services:

# systemctl stop crio

7. After you run those commands, you can completely wipe the ephemeral storage:

# crio wipe -f

8. Start the crio and kubelet service:

# systemctl start crio
# systemctl start kubelet

9. You will know if the clean up worked if the crio and kubelet services are started, and the node is in the Ready status:

$ oc get nodes

Example output

<table>
<thead>
<tr>
<th>NAME</th>
<th>STATUS</th>
<th>ROLES</th>
<th>AGE</th>
<th>VERSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ci-ln-tkbxyft-f76d1-nvwhr-master-1</td>
<td>Ready, SchedulingDisabled</td>
<td>master</td>
<td>133m</td>
<td>v1.26.0</td>
</tr>
</tbody>
</table>

10. Mark the node schedulable. You will know that the scheduling is enabled when SchedulingDisabled is no longer in status:

$ oc adm uncordon <node_name>

Example output

<table>
<thead>
<tr>
<th>NAME</th>
<th>STATUS</th>
<th>ROLES</th>
<th>AGE</th>
<th>VERSION</th>
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<td>Ready</td>
<td>master</td>
<td>133m</td>
<td>v1.26.0</td>
</tr>
</tbody>
</table>

7.4. TROUBLESHOOTING OPERATING SYSTEM ISSUES

OpenShift Container Platform runs on RHCOS. You can follow these procedures to troubleshoot problems related to the operating system.

7.4.1. Investigating kernel crashes

The kdump service, included in the kexec-tools package, provides a crash-dumping mechanism. You can use this service to save the contents of a system’s memory for later analysis.
The x86_64 architecture supports kdump in General Availability (GA) status, whereas other architectures support kdump in Technology Preview (TP) status.

The following table provides details about the support level of kdump for different architectures.

<table>
<thead>
<tr>
<th>Architecture</th>
<th>Support level</th>
</tr>
</thead>
<tbody>
<tr>
<td>x86_64</td>
<td>GA</td>
</tr>
<tr>
<td>aarch64</td>
<td>TP</td>
</tr>
<tr>
<td>s390x</td>
<td>TP</td>
</tr>
<tr>
<td>ppc64le</td>
<td>TP</td>
</tr>
</tbody>
</table>

**IMPORTANT**

Kdump support, for the preceding three architectures in the table, is a Technology Preview feature only. Technology Preview features are not supported with Red Hat production service level agreements (SLAs) and might not be functionally complete. Red Hat does not recommend using them in production. These features provide early access to upcoming product features, enabling customers to test functionality and provide feedback during the development process.

For more information about the support scope of Red Hat Technology Preview features, see [Technology Preview Features Support Scope](#).

### 7.4.1.1. Enabling kdump

RHCOS ships with the kexec-tools package, but manual configuration is required to enable the kdump service.

**Procedure**

Perform the following steps to enable kdump on RHCOS.

1. To reserve memory for the crash kernel during the first kernel booting, provide kernel arguments by entering the following command:

   ```
   # rpm-ostree kargs --append='crashkernel=256M'
   ```

   **NOTE**

   For the ppc64le platform, the recommended value for crashkernel is crashkernel=2G-4G:384M,4G-16G:512M,16G-64G:1G,64G-128G:2G,128G-4G.
2. Optional: To write the crash dump over the network or to some other location, rather than to the default local /var/crash location, edit the /etc/kdump.conf configuration file.

NOTE
If your node uses LUKS-encrypted devices, you must use network dumps as kdump does not support saving crash dumps to LUKS-encrypted devices.

For details on configuring the kdump service, see the comments in /etc/sysconfig/kdump, /etc/kdump.conf, and the kdump.conf manual page. Also refer to the RHEL kdump documentation for further information on configuring the dump target.

3. Enable the kdump systemd service.

```
# systemctl enable kdump.service
```

4. Reboot your system.

```
# systemctl reboot
```

5. Ensure that kdump has loaded a crash kernel by checking that the kdump.service systemd service has started and exited successfully and that the command, `cat /sys/kernel/kexec_crash_loaded`, prints the value 1.

7.4.1.2. Enabling kdump on day-1

The kdump service is intended to be enabled per node to debug kernel problems. Because there are costs to having kdump enabled, and these costs accumulate with each additional kdump-enabled node, it is recommended that the kdump service only be enabled on each node as needed. Potential costs of enabling the kdump service on each node include:

- Less available RAM due to memory being reserved for the crash kernel.
- Node unavailability while the kernel is dumping the core.
- Additional storage space being used to store the crash dumps.

If you are aware of the downsides and trade-offs of having the kdump service enabled, it is possible to enable kdump in a cluster-wide fashion. Although machine-specific machine configs are not yet supported, you can use a systemd unit in a MachineConfig object as a day-1 customization and have kdump enabled on all nodes in the cluster. You can create a MachineConfig object and inject that object into the set of manifest files used by Ignition during cluster setup.

NOTE
See “Customizing nodes” in the Installing → Installation configuration section for more information and examples on how to use Ignition configs.

Procedure

Create a MachineConfig object for cluster-wide configuration:

1. Create a Butane config file, 99-worker-kdump.bu, that configures and enables kdump:
Replace **worker** with **master** in both locations when creating a **MachineConfig** object for control plane nodes.

Provide kernel arguments to reserve memory for the crash kernel. You can add other kernel arguments if necessary. For the **ppc64le** platform, the recommended value for **crashkernel** is **crashkernel=2G-4G:384M,4G-16G:512M,16G-64G:1G,64G-128G:2G,128G-:4G**.

If you want to change the contents of **/etc/kdump.conf** from the default, include this section and modify the **inline** subsection accordingly.

If you want to change the contents of **/etc/sysconfig/kdump** from the default, include this section and modify the **inline** subsection accordingly.

For the **ppc64le** platform, replace **nr_cpus=1** with **maxcpus=1**, which is not supported on this platform.
2. Use Butane to generate a machine config YAML file, `99-worker-kdump.yaml`, containing the configuration to be delivered to the nodes:

```
$ butane 99-worker-kdump.bu -o 99-worker-kdump.yaml
```

3. Put the YAML file into the `<installation_directory>/manifests/` directory during cluster setup. You can also create this MachineConfig object after cluster setup with the YAML file:

```
$ oc create -f 99-worker-kdump.yaml
```

### 7.4.1.3. Testing the kdump configuration

See the [Testing the kdump configuration](#) section in the RHEL documentation for kdump.

### 7.4.1.4. Analyzing a core dump

See the [Analyzing a core dump](#) section in the RHEL documentation for kdump.

**NOTE**

It is recommended to perform vmcore analysis on a separate RHEL system.

**Additional resources**

- [Setting up kdump in RHEL](#)
- [Linux kernel documentation for kdump](#)
- `kdump.conf(5)` – a manual page for the `/etc/kdump.conf` configuration file containing the full documentation of available options
- `kexec(8)` – a manual page for the `kexec` package
- [Red Hat Knowledgebase article](#) regarding kexec and kdump

### 7.4.2. Debugging Ignition failures

If a machine cannot be provisioned, Ignition fails and RHCOS will boot into the emergency shell. Use the following procedure to get debugging information.

**Procedure**

1. Run the following command to show which service units failed:

```
$ systemctl --failed
```

2. Optional: Run the following command on an individual service unit to find out more information:

```
$ journalctl -u <unit>.service
```

### 7.5. TROUBLESHOOTING NETWORK ISSUES


7.5.1. How the network interface is selected

For installations on bare metal or with virtual machines that have more than one network interface controller (NIC), the NIC that OpenShift Container Platform uses for communication with the Kubernetes API server is determined by the nodeip-configuration.service service unit that is run by systemd when the node boots. The nodeip-configuration.service selects the IP from the interface associated with the default route.

After the nodeip-configuration.service service determines the correct NIC, the service creates the /etc/systemd/system/kubelet.service.d/20-nodenet.conf file. The 20-nodenet.conf file sets the KUBELET_NODE_IP environment variable to the IP address that the service selected.

When the kubelet service starts, it reads the value of the environment variable from the 20-nodenet.conf file and sets the IP address as the value of the --node-ip kubelet command-line argument. As a result, the kubelet service uses the selected IP address as the node IP address.

If hardware or networking is reconfigured after installation, or if there is a networking layout where the node IP should not come from the default route interface, it is possible for the nodeip-configuration.service service to select a different NIC after a reboot. In some cases, you might be able to detect that a different NIC is selected by reviewing the INTERNAL-IP column in the output from the oc get nodes -o wide command.

If network communication is disrupted or misconfigured because a different NIC is selected, you might receive the following error: EtcdCertSignerControllerDegraded. You can create a hint file that includes the NODEIP_HINT variable to override the default IP selection logic. For more information, see Optional: Overriding the default node IP selection logic.

7.5.1.1. Optional: Overriding the default node IP selection logic

To override the default IP selection logic, you can create a hint file that includes the NODEIP_HINT variable to override the default IP selection logic. Creating a hint file allows you to select a specific node IP address from the interface in the subnet of the IP address specified in the NODEIP_HINT variable.

For example, if a node has two interfaces, eth0 with an address of 10.0.0.10/24, and eth1 with an address of 192.0.2.5/24, and the default route points to eth0 (10.0.0.10), the node IP address would normally use the 10.0.0.10 IP address.

Users can configure the NODEIP_HINT variable to point at a known IP in the subnet, for example, a subnet gateway such as 192.0.2.1 so that the other subnet, 192.0.2.0/24, is selected. As a result, the 192.0.2.5 IP address on eth1 is used for the node.

The following procedure shows how to override the default node IP selection logic.

Procedure

1. Add a hint file to your /etc/default/nodeip-configuration file, for example:

   NODEIP_HINT=192.0.2.1
IMPORTANT

- Do not use the exact IP address of a node as a hint, for example, 192.0.2.5. Using the exact IP address of a node causes the node using the hint IP address to fail to configure correctly.

- The IP address in the hint file is only used to determine the correct subnet. It will not receive traffic as a result of appearing in the hint file.

2. Generate the base-64 encoded content by running the following command:

```
$ echo -n 'NODEIP_HINT=192.0.2.1' | base64 -w0
```

Example output

```
Tk9ERUlQX0hJTlQ9MTkyLjAuMCxxxx==
```

3. Activate the hint by creating a machine config manifest for both master and worker roles before deploying the cluster:

99-nodeip-hint-master.yaml

```
apiversion: machineconfiguration.openshift.io/v1
type: MachineConfig
metadata:
  labels:
    machineconfiguration.openshift.io/role: master
name: 99-nodeip-hint-master
spec:
  config:
    ignition:
      version: 3.2.0
    storage:
      files:
        - contents:
            source: data:text/plain;charset=utf-8;base64,<encoded_content> ①
          mode: 0644
          overwrite: true
          path: /etc/default/nodeip-configuration
```

Replace `<encoded_content>` with the base64-encoded content of the `/etc/default/nodeip-configuration` file, for example, `Tk9ERUlQX0hJTlQ9MTkyLjAuMCxxxx==`. Note that a space is not acceptable after the comma and before the encoded content.

99-nodeip-hint-worker.yaml

```
apiversion: machineconfiguration.openshift.io/v1
type: MachineConfig
metadata:
  labels:
    machineconfiguration.openshift.io/role: worker
name: 99-nodeip-hint-worker
```
Replace `<encoded_contents>` with the base64-encoded content of the `/etc/default/nodeip-configuration` file, for example, `Tk9ERUlQX0hJTlQ9MTkyLjAuMCxxxx==`. Note that a space is not acceptable after the comma and before the encoded content.

4. Save the manifest to the directory where you store your cluster configuration, for example, `~/clusterconfigs`.

5. Deploy the cluster.

7.5.2. Troubleshooting Open vSwitch issues

To troubleshoot some Open vSwitch (OVS) issues, you might need to configure the log level to include more information.

If you modify the log level on a node temporarily, be aware that you can receive log messages from the machine config daemon on the node like the following example:

```
E0514 12:47:17.998892    2281 daemon.go:1350] content mismatch for file /etc/systemd/system/ovs-vswitchd.service: [Unit]
```

To avoid the log messages related to the mismatch, revert the log level change after you complete your troubleshooting.

7.5.2.1. Configuring the Open vSwitch log level temporarily

For short-term troubleshooting, you can configure the Open vSwitch (OVS) log level temporarily. The following procedure does not require rebooting the node. In addition, the configuration change does not persist whenever you reboot the node.

After you perform this procedure to change the log level, you can receive log messages from the machine config daemon that indicate a content mismatch for the `ovs-vswitchd.service`. To avoid the log messages, repeat this procedure and set the log level to the original value.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

Procedure

```json
spec:
config:
ignition:
  version: 3.2.0
storage:
  files:
    - contents:
      source: data:;charset=utf-8;base64,<encoded_content>
      mode: 0644
      overwrite: true
      path: /etc/default/nodeip-configuration
```
1. Start a debug pod for a node:

```
$ oc debug node/<node_name>
```

2. Set `/host` as the root directory within the debug shell. The debug pod mounts the root file system from the host in `/host` within the pod. By changing the root directory to `/host`, you can run binaries from the host file system:

```
# chroot /host
```

3. View the current syslog level for OVS modules:

```
# ovs-appctl vlog/list
```

The following example output shows the log level for syslog set to `info`.

**Example output**

```

<table>
<thead>
<tr>
<th>console</th>
<th>syslog</th>
<th>file</th>
</tr>
</thead>
<tbody>
<tr>
<td>backtrace</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>bfd</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>bond</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>bridge</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>bundle</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>bundles</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>cfm</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>collectors</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>command_line</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>conmmgr</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>conntrack</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>conntrack_tp</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>coverage</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>ct_dpif</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>daemon</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>daemon_unix</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>dns_resolve</td>
<td>OFF</td>
<td>INFO</td>
</tr>
<tr>
<td>dpdk</td>
<td>OFF</td>
<td>INFO</td>
</tr>
</tbody>
</table>

...  
```

4. Specify the log level in the `/etc/systemd/system/ovs-vswitchd.service.d/10-ovs-vswitchd-restart.conf` file:

```
Restart=always
ExecStartPre=-/bin/sh -c '/usr/bin/chown -R :${OVS_USER_ID##*:} /var/lib/openvswitch'
ExecStartPre=-/bin/sh -c '/usr/bin/chown -R :${OVS_USER_ID##*:} /etc/openvswitch'
ExecStartPre=-/bin/sh -c '/usr/bin/chown -R :${OVS_USER_ID##*:} /run/openvswitch'
ExecStartPost=-/usr/bin/ovs-appctl vlog/set syslog:dbg
ExecReload=-/usr/bin/ovs-appctl vlog/set syslog:dbg
```

In the preceding example, the log level is set to `dbg`. Change the last two lines by setting `syslog:<log_level>` to `off`, `emer`, `err`, `warn`, `info`, or `dbg`. The `off` log level filters out all log messages.
5. Restart the service:

   # systemctl daemon-reload

   # systemctl restart ovs-vswitchd

### 7.5.2.2. Configuring the Open vSwitch log level permanently

For long-term changes to the Open vSwitch (OVS) log level, you can change the log level permanently.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. Create a file, such as `99-change-ovs-loglevel.yaml`, with a `MachineConfig` object like the following example:

```yaml
apiVersion: machineconfiguration.openshift.io/v1
kind: MachineConfig
metadata:
  labels:
    machineconfiguration.openshift.io/role: master
  name: 99-change-ovs-loglevel
spec:
  config:
    ignition:
      version: 3.2.0
    systemd:
      units:
        - dropins:
          - contents:
            [Service]
            ExecStartPost=-/usr/bin/ovs-appctl vlog/set syslog:dbg
            ExecReload=-/usr/bin/ovs-appctl vlog/set syslog:dbg
            name: 20-ovs-vswitchd-restart.conf
            name: ovs-vswitchd.service

1. After you perform this procedure to configure control plane nodes, repeat the procedure and set the role to `worker` to configure worker nodes.

2. Set the `syslog:<log_level>` value. Log levels are `off`, `emer`, `err`, `warn`, `info`, or `dbg`. Setting the value to `off` filters out all log messages.

2. Apply the machine config:

   $ oc apply -f 99-change-ovs-loglevel.yaml

**Additional resources**
Understanding the Machine Config Operator

Checking machine config pool status

7.5.2.3. Displaying Open vSwitch logs

Use the following procedure to display Open vSwitch (OVS) logs.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

Procedure

- Run one of the following commands:
  - Display the logs by using the `oc` command from outside the cluster:
    
    ```bash
    $ oc adm node-logs <node_name> -u ovs-vswitchd
    ```
  - Display the logs after logging on to a node in the cluster:
    
    ```bash
    # journalctl -b -f -u ovs-vswitchd.service
    ```

    One way to log on to a node is by using the `oc debug node/<node_name>` command.

7.6. TROUBLESHOOTING OPERATOR ISSUES

Operators are a method of packaging, deploying, and managing an OpenShift Container Platform application. They act like an extension of the software vendor’s engineering team, watching over an OpenShift Container Platform environment and using its current state to make decisions in real time. Operators are designed to handle upgrades seamlessly, react to failures automatically, and not take shortcuts, such as skipping a software backup process to save time.

OpenShift Container Platform 4.13 includes a default set of Operators that are required for proper functioning of the cluster. These default Operators are managed by the Cluster Version Operator (CVO).

As a cluster administrator, you can install application Operators from the OperatorHub using the OpenShift Container Platform web console or the CLI. You can then subscribe the Operator to one or more namespaces to make it available for developers on your cluster. Application Operators are managed by Operator Lifecycle Manager (OLM).

If you experience Operator issues, verify Operator subscription status. Check Operator pod health across the cluster and gather Operator logs for diagnosis.

7.6.1. Operator subscription condition types

Subscriptions can report the following condition types:

<p>| Table 7.2. Subscription condition types |</p>
<table>
<thead>
<tr>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CatalogSourcesUnhealthy</td>
<td>Some or all of the catalog sources to be used in resolution are unhealthy.</td>
</tr>
<tr>
<td>InstallPlanMissing</td>
<td>An install plan for a subscription is missing.</td>
</tr>
<tr>
<td>InstallPlanPending</td>
<td>An install plan for a subscription is pending installation.</td>
</tr>
<tr>
<td>InstallPlanFailed</td>
<td>An install plan for a subscription has failed.</td>
</tr>
<tr>
<td>ResolutionFailed</td>
<td>The dependency resolution for a subscription has failed.</td>
</tr>
</tbody>
</table>

**NOTE**

Default OpenShift Container Platform cluster Operators are managed by the Cluster Version Operator (CVO) and they do not have a Subscription object. Application Operators are managed by Operator Lifecycle Manager (OLM) and they have a Subscription object.

Additional resources

- Catalog health requirements

### 7.6.2. Viewing Operator subscription status by using the CLI

You can view Operator subscription status by using the CLI.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. List Operator subscriptions:

   ```bash
   $ oc get subs -n <operator_namespace>
   ```

2. Use the `oc describe` command to inspect a Subscription resource:

   ```bash
   $ oc describe sub <subscription_name> -n <operator_namespace>
   ```

3. In the command output, find the Conditions section for the status of Operator subscription condition types. In the following example, the `CatalogSourcesUnhealthy` condition type has a status of false because all available catalog sources are healthy:

   **Example output**

   ```
   Name: cluster-logging
   ```
NOTE

Default OpenShift Container Platform cluster Operators are managed by the Cluster Version Operator (CVO) and they do not have a Subscription object. Application Operators are managed by Operator Lifecycle Manager (OLM) and they have a Subscription object.

7.6.3. Viewing Operator catalog source status by using the CLI

You can view the status of an Operator catalog source by using the CLI.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).

Procedure

1. List the catalog sources in a namespace. For example, you can check the openshift-marketplace namespace, which is used for cluster-wide catalog sources:

   ```bash
   $ oc get catalogsources -n openshift-marketplace
   NAME                  DISPLAY               TYPE   PUBLISHER   AGE
   certified-operators   Certified Operators   grpc   Red Hat     55m
   community-operators   Community Operators   grpc   Red Hat     55m
   example-catalog       Example Catalog       grpc   Example Org 2m25s
   redhat-marketplace    Red Hat Marketplace   grpc   Red Hat     55m
   redhat-operators      Red Hat Operators     grpc   Red Hat     55m
   ```

2. Use the oc describe command to get more details and status about a catalog source:

   ```bash
   $ oc describe catalogsource example-catalog -n openshift-marketplace
   ```
In the preceding example output, the last observed state is **TRANSIENT_FAILURE**. This state indicates that there is a problem establishing a connection for the catalog source.

3. List the pods in the namespace where your catalog source was created:

   ```bash
   $ oc get pods -n openshift-marketplace
   
   NAME                                    READY   STATUS             RESTARTS   AGE
   certified-operators-cv9nn               1/1     Running            0          36m
   community-operators-6v8lp               1/1     Running            0          36m
   marketplace-operator-86bfc75f9b-jkgbc   1/1     Running            0          42m
   example-catalog-bwt8z                   0/1     ImagePullBackOff   0          3m55s
   redhat-marketplace-57p8c                1/1     Running            0          36m
   redhat-operators-smxx8                  1/1     Running            0          36m
   
   When a catalog source is created in a namespace, a pod for the catalog source is created in that namespace. In the preceding example output, the status for the `example-catalog-bwt8z` pod is **ImagePullBackOff**. This status indicates that there is an issue pulling the catalog source’s index image.

4. Use the `oc describe` command to inspect a pod for more detailed information:

   ```bash
   $ oc describe pod example-catalog-bwt8z -n openshift-marketplace
   
   Name:   example-catalog-bwt8z
   Namespace:   openshift-marketplace
   Priority:   0
   Node:      ci-ln-jryygg2-f76d1-ggdbq-worker-b-vsxjd/10.0.128.2
   ...
In the preceding example output, the error messages indicate that the catalog source’s index image is failing to pull successfully because of an authorization issue. For example, the index image might be stored in a registry that requires login credentials.

Additional resources

- Operator Lifecycle Manager concepts and resources → Catalog source
- gRPC documentation: States of Connectivity
- Accessing images for Operators from private registries

7.6.4. Querying Operator pod status

You can list Operator pods within a cluster and their status. You can also collect a detailed Operator pod summary.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

Procedure

1. List Operators running in the cluster. The output includes Operator version, availability, and uptime information:

   ```
   $ oc get clusteroperators
   ```

2. List Operator pods running in the Operator’s namespace, plus pod status, restarts, and age:

   ```
   $ oc get pod -n <operator_namespace>
   ```
3. Output a detailed Operator pod summary:

   $ oc describe pod <operator_pod_name> -n <operator_namespace>

4. If an Operator issue is node-specific, query Operator container status on that node.
   a. Start a debug pod for the node:

   $ oc debug node/my-node

   b. Set /host as the root directory within the debug shell. The debug pod mounts the host’s root file system in /host within the pod. By changing the root directory to /host, you can run binaries contained in the host’s executable paths:

   # chroot /host

   NOTE
   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, oc operations will be impacted. In such situations, it is possible to access nodes using ssh core@<node>.<cluster_name>.<base_domain> instead.

   c. List details about the node’s containers, including state and associated pod IDs:

   # crictl ps

   d. List information about a specific Operator container on the node. The following example lists information about the network-operator container:

   # crictl ps --name network-operator

   e. Exit from the debug shell.

7.6.5. Gathering Operator logs

If you experience Operator issues, you can gather detailed diagnostic information from Operator pod logs.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- Your API service is still functional.
- You have installed the OpenShift CLI (oc).
- You have the fully qualified domain names of the control plane or control plane machines.

Procedure
1. List the Operator pods that are running in the Operator’s namespace, plus the pod status, restarts, and age:

   $ oc get pods -n <operator_namespace>

2. Review logs for an Operator pod:

   $ oc logs pod/<pod_name> -n <operator_namespace>

   If an Operator pod has multiple containers, the preceding command will produce an error that includes the name of each container. Query logs from an individual container:

   $ oc logs pod/<operator_pod_name> -c <container_name> -n <operator_namespace>

3. If the API is not functional, review Operator pod and container logs on each control plane node by using SSH instead. Replace `<master-node>.<cluster_name>.<base_domain>` with appropriate values.

   a. List pods on each control plane node:

      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl pods

   b. For any Operator pods not showing a Ready status, inspect the pod’s status in detail. Replace `<operator_pod_id>` with the Operator pod’s ID listed in the output of the preceding command:

      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspectp <operator_pod_id>

   c. List containers related to an Operator pod:

      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl ps --pod= <operator_pod_id>

   d. For any Operator container not showing a Ready status, inspect the container’s status in detail. Replace `<container_id>` with a container ID listed in the output of the preceding command:

      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl inspect <container_id>

   e. Review the logs for any Operator containers not showing a Ready status. Replace `<container_id>` with a container ID listed in the output of the preceding command:

      $ ssh core@<master-node>.<cluster_name>.<base_domain> sudo crictl logs -f <container_id>
NOTE

OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. Before attempting to collect diagnostic data over SSH, review whether the data collected by running `oc adm must gather` and other `oc` commands is sufficient instead. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>`.

7.6.6. Disabling the Machine Config Operator from automatically rebooting

When configuration changes are made by the Machine Config Operator (MCO), Red Hat Enterprise Linux CoreOS (RHCOS) must reboot for the changes to take effect. Whether the configuration change is automatic or manual, an RHCOS node reboots automatically unless it is paused.

NOTE

The following modifications do not trigger a node reboot:

- When the MCO detects any of the following changes, it applies the update without draining or rebooting the node:
  - Changes to the SSH key in the `spec.config.passwd.users.sshAuthorizedKeys` parameter of a machine config.
  - Changes to the global pull secret or pull secret in the `openshift-config` namespace.
  - Automatic rotation of the `/etc/kubernetes/kubelet-ca.crt` certificate authority (CA) by the Kubernetes API Server Operator.

- When the MCO detects changes to the `/etc/containers/registries.conf` file, such as adding or editing an `ImageDigestMirrorSet` or `ImageTagMirrorSet` object, it drains the corresponding nodes, applies the changes, and uncords the nodes. The node drain does not happen for the following changes:
  - The addition of a registry with the `pull-from-mirror = "digest-only"` parameter set for each mirror.
  - The addition of a mirror with the `pull-from-mirror = "digest-only"` parameter set in a registry.
  - The addition of items to the `unqualified-search-registries` list.

To avoid unwanted disruptions, you can modify the machine config pool (MCP) to prevent automatic rebooting after the Operator makes changes to the machine config.
NOTE

Pausing an MCP prevents the MCO from applying any configuration changes on the associated nodes. Pausing an MCP also prevents any automatically rotated certificates from being pushed to the associated nodes, including the automatic rotation of the `kube-apiserver-to-kubelet-signer` CA certificate.

If the MCP is paused when the `kube-apiserver-to-kubelet-signer` CA certificate expires, and the MCO attempts to renew the certificate automatically, the MCO cannot push the newly rotated certificates to those nodes. This causes the cluster to become degraded and causes failure in multiple `oc` commands, including `oc debug`, `oc logs`, `oc exec`, and `oc attach`. You receive alerts in the Alerting UI of the OpenShift Container Platform web console if an MCP is paused when the certificates are rotated.

Pausing an MCP should be done with careful consideration about the `kube-apiserver-to-kubelet-signer` CA certificate expiration and for short periods of time only.

New CA certificates are generated at 292 days from the installation date and removed at 365 days from that date. To determine the next automatic CA certificate rotation, see the [Understand CA cert auto renewal in Red Hat OpenShift 4](https://docs.openshift.com/container-platform/4.13/system-administration/cluster-management/machine-config-operator.html#understand-ca-cert-auto-renewal-in-red-hat-openshift-4).

7.6.6.1. Disabling the Machine Config Operator from automatically rebooting by using the console

To avoid unwanted disruptions from changes made by the Machine Config Operator (MCO), you can use the OpenShift Container Platform web console to modify the machine config pool (MCP) to prevent the MCO from making any changes to nodes in that pool. This prevents any reboots that would normally be part of the MCO update process.

NOTE

See second NOTE in Disabling the Machine Config Operator from automatically rebooting.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.

Procedure

To pause or unpause automatic MCO update rebooting:

- Pause the autoreboot process:
  1. Log in to the OpenShift Container Platform web console as a user with the `cluster-admin` role.
  2. Click **Compute → MachineConfigPools**.
  3. On the **MachineConfigPools** page, click either **master** or **worker**, depending upon which nodes you want to pause rebooting for.
  4. On the **master** or **worker** page, click **YAML**.
  5. In the YAML, update the **spec.paused** field to **true**.

Sample MachineConfigPool object
Update the `spec.paused` field to `true` to pause rebooting.

6. To verify that the MCP is paused, return to the `MachineConfigPools` page. On the `MachineConfigPools` page, the `Paused` column reports `True` for the MCP you modified.

If the MCP has pending changes while paused, the `Updated` column is `False` and `Updating` is `False`. When `Updated` is `True` and `Updating` is `False`, there are no pending changes.

**IMPORTANT**

If there are pending changes (where both the `Updated` and `Updating` columns are `False`), it is recommended to schedule a maintenance window for a reboot as early as possible. Use the following steps for unpausing the autoreboot process to apply the changes that were queued since the last reboot.

- **Unpause the autoreboot process:**
  1. Log in to the OpenShift Container Platform web console as a user with the `cluster-admin` role.
  2. Click `Compute → MachineConfigPools`.
  3. On the `MachineConfigPools` page, click either `master` or `worker`, depending upon which nodes you want to pause rebooting for.
  4. On the `master` or `worker` page, click `YAML`.
  5. In the YAML, update the `spec.paused` field to `false`.

**Sample MachineConfigPool object**

```
apiVersion: machineconfiguration.openshift.io/v1
kind: MachineConfigPool
# ...
spec:
  # ...
  paused: true
# ...
```

1. Update the `spec.paused` field to `true` to pause rebooting.

```
apiVersion: machineconfiguration.openshift.io/v1
kind: MachineConfigPool
# ...
spec:
  # ...
  paused: false
# ...
```

1. Update the `spec.paused` field to `false` to allow rebooting.
NOTE

By unpausing an MCP, the MCO applies all paused changes reboots Red Hat Enterprise Linux CoreOS (RHCOS) as needed.

6. To verify that the MCP is paused, return to the MachineConfigPools page. On the MachineConfigPools page, the Paused column reports False for the MCP you modified.

If the MCP is applying any pending changes, the Updated column is False and the Updating column is True. When Updated is True and Updating is False, there are no further changes being made.

7.6.6.2. Disabling the Machine Config Operator from automatically rebooting by using the CLI

To avoid unwanted disruptions from changes made by the Machine Config Operator (MCO), you can modify the machine config pool (MCP) using the OpenShift CLI (oc) to prevent the MCO from making any changes to nodes in that pool. This prevents any reboots that would normally be part of the MCO update process.

NOTE

See second NOTE in Disabling the Machine Config Operator from automatically rebooting.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).

Procedure

To pause or unpause automatic MCO update rebooting:

- Pause the autoreboot process:
  
  1. Update the MachineConfigPool custom resource to set the spec.paused field to true.

  Control plane (master) nodes

  ```
  $ oc patch --type=merge --patch="{"spec":{"paused":true}}" machineconfigpool/master
  ```

  Worker nodes

  ```
  $ oc patch --type=merge --patch="{"spec":{"paused":true}}" machineconfigpool/worker
  ```

  2. Verify that the MCP is paused:

  Control plane (master) nodes

  ```
  $ oc get machineconfigpool/master --template="{{.spec.paused}}"
  ```
Worker nodes

$ oc get machineconfigpool/worker --template='{{.spec.paused}}'

Example output

true

The `spec.paused` field is `true` and the MCP is paused.

3. Determine if the MCP has pending changes:

   # oc get machineconfigpool

Example output

<table>
<thead>
<tr>
<th>NAME</th>
<th>CONFIG</th>
<th>UPDATED</th>
<th>UPDATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>master</td>
<td>rendered-master-33cf0a1254318755d7b48002c597bf91</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>worker</td>
<td>rendered-worker-e405a5bdb0db1295acea08bcce33fa60</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

If the `UPDATED` column is `False` and `UPDATING` is `False`, there are pending changes. When `UPDATED` is `True` and `UPDATING` is `False`, there are no pending changes. In the previous example, the worker node has pending changes. The control plane node does not have any pending changes.

**IMPORTANT**

If there are pending changes (where both the `Updated` and `Updating` columns are `False`), it is recommended to schedule a maintenance window for a reboot as early as possible. Use the following steps for unpausing the autoreboot process to apply the changes that were queued since the last reboot.

- Unpause the autoreboot process:

  1. Update the `MachineConfigPool` custom resource to set the `spec.paused` field to `false`.

    Control plane (master) nodes

    $ oc patch --type=merge --patch="{"spec":{"paused":false}}" machineconfigpool/master

    Worker nodes

    $ oc patch --type=merge --patch="{"spec":{"paused":false}}" machineconfigpool/worker

**NOTE**

By unpausing an MCP, the MCO applies all paused changes and reboots Red Hat Enterprise Linux CoreOS (RHCOS) as needed.

2. Verify that the MCP is unpaused:
Control plane (master) nodes

$ oc get machineconfigpool/master --template='{{.spec.paused}}'

Worker nodes

$ oc get machineconfigpool/worker --template='{{.spec.paused}}'

Example output

false

The `spec.paused` field is `false` and the MCP is unpaused.

3. Determine if the MCP has pending changes:

$ oc get machineconfigpool

Example output

<table>
<thead>
<tr>
<th>NAME</th>
<th>CONFIG</th>
<th>UPDATED</th>
<th>UPDATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>master</td>
<td>rendered-master-546383f80705bd5aeaba93</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>worker</td>
<td>rendered-worker-b4c51bb33ccaae6fc4a6a5</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

If the MCP is applying any pending changes, the `UPDATED` column is `False` and the `UPDATING` column is `True`. When `UPDATED` is `True` and `UPDATING` is `False`, there are no further changes being made. In the previous example, the MCO is updating the worker node.

7.6.7. Refreshing failing subscriptions

In Operator Lifecycle Manager (OLM), if you subscribe to an Operator that references images that are not accessible on your network, you can find jobs in the `openshift-marketplace` namespace that are failing with the following errors:

Example output

```
ImagePullBackOff for
Back-off pulling image "example.com/openshift4/ose-elasticsearch-operator-bundle@sha256:6d2587129c846ec28d384540322b40b05833e7e00b25cca584e004af9a1d292e"
```

Example output

```
rpc error: code = Unknown desc = error pinging docker registry example.com: Get "https://example.com/v2/": dial tcp: lookup example.com on 10.0.0.1:53: no such host
```

As a result, the subscription is stuck in this failing state and the Operator is unable to install or upgrade.

You can refresh a failing subscription by deleting the subscription, cluster service version (CSV), and other related objects. After recreating the subscription, OLM then reinstalls the correct version of the Operator.
Prerequisites

- You have a failing subscription that is unable to pull an inaccessible bundle image.
- You have confirmed that the correct bundle image is accessible.

Procedure

1. Get the names of the Subscription and ClusterServiceVersion objects from the namespace where the Operator is installed:

   ```
   $ oc get sub,csv -n <namespace>
   ```

   **Example output**

<table>
<thead>
<tr>
<th>NAME</th>
<th>PACKAGE</th>
<th>SOURCE</th>
<th>CHANNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>subscription.operators.coreos.com/elasticsearch-operator</td>
<td>elasticsearch-operator</td>
<td>redhat-operators</td>
<td>5.0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NAME</th>
<th>DISPLAY</th>
<th>VERSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>clusterserviceversion.operators.coreos.com/elasticsearch-operator.5.0.0-65</td>
<td>OpenShift</td>
<td>5.0.0-65</td>
</tr>
<tr>
<td>Elasticsearch Operator</td>
<td>Succeeded</td>
<td></td>
</tr>
</tbody>
</table>

2. Delete the subscription:

   ```
   $ oc delete subscription <subscription_name> -n <namespace>
   ```

3. Delete the cluster service version:

   ```
   $ oc delete csv <csv_name> -n <namespace>
   ```

4. Get the names of any failing jobs and related config maps in the **openshift-marketplace** namespace:

   ```
   $ oc get job,configmap -n openshift-marketplace
   ```

   **Example output**

<table>
<thead>
<tr>
<th>NAME</th>
<th>COMPLETIONS</th>
<th>DURATION</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>job.batch/1de9443b6324e629ddf31fed0a853a121275806170e34c926d69e53a7fcbccbc</td>
<td>1/1</td>
<td>9m30s</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NAME</th>
<th>DATA</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>configmap/1de9443b6324e629ddf31fed0a853a121275806170e34c926d69e53a7fcbccbbc</td>
<td>3</td>
<td>9m30s</td>
</tr>
</tbody>
</table>

5. Delete the job:

   ```
   $ oc delete job <job_name> -n openshift-marketplace
   ```

This ensures pods that try to pull the inaccessible image are not recreated.
6. Delete the config map:

```bash
$ oc delete configmap <configmap_name> -n openshift-marketplace
```

7. Reinstall the Operator using OperatorHub in the web console.

**Verification**

- Check that the Operator has been reinstalled successfully:

```bash
$ oc get sub,csv,installplan -n <namespace>
```

### 7.6.8. Reinstalling Operators after failed uninstallation

You must successfully and completely uninstall an Operator prior to attempting to reinstall the same Operator. Failure to fully uninstall the Operator properly can leave resources, such as a project or namespace, stuck in a "Terminating" state and cause "error resolving resource" messages. For example:

**Example Project resource description**

```bash
... message: 'Failed to delete all resource types, 1 remaining: Internal error occurred: error resolving resource'
...```

These types of issues can prevent an Operator from being reinstalled successfully.

**WARNING**

Forced deletion of a namespace is not likely to resolve "Terminating" state issues and can lead to unstable or unpredictable cluster behavior, so it is better to try to find related resources that might be preventing the namespace from being deleted. For more information, see the [Red Hat Knowledgebase Solution #4165791](https://access.redhat.com/articles/4165791), paying careful attention to the cautions and warnings.

The following procedure shows how to troubleshoot when an Operator cannot be reinstalled because an existing custom resource definition (CRD) from a previous installation of the Operator is preventing a related namespace from deleting successfully.

**Procedure**

1. Check if there are any namespaces related to the Operator that are stuck in "Terminating" state:

```bash
$ oc get namespaces
```

**Example output**

```
operator-ns-1 Terminating
```
2. Check if there are any CRDs related to the Operator that are still present after the failed uninstallation:

   `$ oc get crds`

**NOTE**

CRDs are global cluster definitions; the actual custom resource (CR) instances related to the CRDs could be in other namespaces or be global cluster instances.

3. If there are any CRDs that you know were provided or managed by the Operator and that should have been deleted after uninstallation, delete the CRD:

   `$ oc delete crd <crd_name>`

4. Check if there are any remaining CR instances related to the Operator that are still present after uninstallation, and if so, delete the CRs:

   a. The type of CRs to search for can be difficult to determine after uninstallation and can require knowing what CRDs the Operator manages. For example, if you are troubleshooting an uninstallation of the etcd Operator, which provides the `EtcdCluster` CRD, you can search for remaining `EtcdCluster` CRs in a namespace:

   `$ oc get EtcdCluster -n <namespace_name>`

   Alternatively, you can search across all namespaces:

   `$ oc get EtcdCluster --all-namespaces`

   b. If there are any remaining CRs that should be removed, delete the instances:

   `$ oc delete <cr_name> <cr_instance_name> -n <namespace_name>`

5. Check that the namespace deletion has successfully resolved:

   `$ oc get namespace <namespace_name>`

**IMPORTANT**

If the namespace or other Operator resources are still not uninstalled cleanly, contact Red Hat Support.

6. Reinstall the Operator using OperatorHub in the web console.

**Verification**

- Check that the Operator has been reinstalled successfully:

  `$ oc get sub,csv,installplan -n <namespace>`
Additional resources

- Deleting Operators from a cluster
- Adding Operators to a cluster

7.7. INVESTIGATING POD ISSUES

OpenShift Container Platform leverages the Kubernetes concept of a pod, which is one or more containers deployed together on one host. A pod is the smallest compute unit that can be defined, deployed, and managed on OpenShift Container Platform 4.13.

After a pod is defined, it is assigned to run on a node until its containers exit, or until it is removed. Depending on policy and exit code, Pods are either removed after exiting or retained so that their logs can be accessed.

The first thing to check when pod issues arise is the pod's status. If an explicit pod failure has occurred, observe the pod's error state to identify specific image, container, or pod network issues. Focus diagnostic data collection according to the error state. Review pod event messages, as well as pod and container log information. Diagnose issues dynamically by accessing running Pods on the command line, or start a debug pod with root access based on a problematic pod’s deployment configuration.

7.7.1. Understanding pod error states

Pod failures return explicit error states that can be observed in the status field in the output of `oc get pods`. Pod error states cover image, container, and container network related failures.

The following table provides a list of pod error states along with their descriptions.

<table>
<thead>
<tr>
<th>Pod error state</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ErrImagePull</td>
<td>Generic image retrieval error.</td>
</tr>
<tr>
<td>ErrImagePullBackOff</td>
<td>Image retrieval failed and is backed off.</td>
</tr>
<tr>
<td>ErrInvalidImageName</td>
<td>The specified image name was invalid.</td>
</tr>
<tr>
<td>ErrImageInspect</td>
<td>Image inspection did not succeed.</td>
</tr>
<tr>
<td>ErrImageNeverPull</td>
<td>PullPolicy is set to NeverPullImage and the target image is not present locally on the host.</td>
</tr>
<tr>
<td>ErrRegistryUnavailable</td>
<td>When attempting to retrieve an image from a registry, an HTTP error was encountered.</td>
</tr>
<tr>
<td>ErrContainerNotFound</td>
<td>The specified container is either not present or not managed by the kubelet, within the declared pod.</td>
</tr>
<tr>
<td>Pod error state</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>ErrRunInitContainer</td>
<td>Container initialization failed.</td>
</tr>
<tr>
<td>ErrRunContainer</td>
<td>None of the pod’s containers started successfully.</td>
</tr>
<tr>
<td>ErrKillContainer</td>
<td>None of the pod’s containers were killed successfully.</td>
</tr>
<tr>
<td>ErrCrashLoopBackOff</td>
<td>A container has terminated. The kubelet will not attempt to restart it.</td>
</tr>
<tr>
<td>ErrVerifyNonRoot</td>
<td>A container or image attempted to run with root privileges.</td>
</tr>
<tr>
<td>ErrCreatePodSandbox</td>
<td>Pod sandbox creation did not succeed.</td>
</tr>
<tr>
<td>ErrConfigPodSandbox</td>
<td>Pod sandbox configuration was not obtained.</td>
</tr>
<tr>
<td>ErrKillPodSandbox</td>
<td>A pod sandbox did not stop successfully.</td>
</tr>
<tr>
<td>ErrSetupNetwork</td>
<td>Network initialization failed.</td>
</tr>
<tr>
<td>ErrTeardownNetwork</td>
<td>Network termination failed.</td>
</tr>
</tbody>
</table>

### 7.7.2. Reviewing pod status

You can query pod status and error states. You can also query a pod’s associated deployment configuration and review base image availability.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).
- `skopeo` is installed.

**Procedure**

1. Switch into a project:

   ```bash
   $ oc project <project_name>
   ```
2. List pods running within the namespace, as well as pod status, error states, restarts, and age:

   $ oc get pods

3. Determine whether the namespace is managed by a deployment configuration:

   $ oc status

   If the namespace is managed by a deployment configuration, the output includes the deployment configuration name and a base image reference.

4. Inspect the base image referenced in the preceding command’s output:

   $ skopeo inspect docker://<image_reference>

5. If the base image reference is not correct, update the reference in the deployment configuration:

   $ oc edit deployment/my-deployment

6. When deployment configuration changes on exit, the configuration will automatically redeploy. Watch pod status as the deployment progresses, to determine whether the issue has been resolved:

   $ oc get pods -w

7. Review events within the namespace for diagnostic information relating to pod failures:

   $ oc get events

### 7.7.3. Inspecting pod and container logs

You can inspect pod and container logs for warnings and error messages related to explicit pod failures. Depending on policy and exit code, pod and container logs remain available after pods have been terminated.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. Query logs for a specific pod:

   $ oc logs <pod_name>

2. Query logs for a specific container within a pod:
$ oc logs <pod_name> -c <container_name>

Logs retrieved using the preceding `oc logs` commands are composed of messages sent to stdout within pods or containers.

3. Inspect logs contained in `/var/log` within a pod.
   a. List log files and subdirectories contained in `/var/log` within a pod:

   ```
   $ oc exec <pod_name> -- ls -alh /var/log
   ```

   **Example output**

   
   ```
   total 124K
   drwxr-xr-x. 1 root root   33 Aug 11 11:23 ..
   drwxr-xr-x. 1 root root   28 Sep  6 2022 ..
   -rw-r--r--. 1 root utmp    0 Jul 10 10:31 btmp
   -rw-r--r--. 1 root root  33K Jul 17 10:07 dnf.librepo.log
   -rw-r--r--. 1 root root  69K Jul 17 10:07 dnf.log
   -rw-r--r--. 1 root root 8.8K Jul 17 10:07 dnf.rpm.log
   -rw-r--r--. 1 root root 480 Jul 17 10:07 hawkey.log
   -rw-r--r--. 1 root root  480 Jul 17 10:07 lastlog
   drwx------. 2 root root  23 Aug 11 11:14 openshift-apiserver
   drwx------. 2 root root   6 Jul 10 10:31 private
   drwxr-xr-x. 1 root root  22 Mar  9 08:05 rhsm
   -rw-rw-r--. 1 root utmp    0 Jul 10 10:31 wtmp
   ```
   
   b. Query a specific log file contained in `/var/log` within a pod:

   ```
   $ oc exec <pod_name> cat /var/log/<path_to_log>
   ```

   **Example output**

   ```
   2023-07-10T10:29:38+0000 INFO --- logging initialized ---
   2023-07-10T10:29:38+0000 DDEBUG timer: config: 13 ms
   2023-07-10T10:29:38+0000 DEBUG Loaded plugins: builddep, changelog, config-manager, copr, debug, debuginfo-install, download, generate_completion_cache, groups-manager, needs-restarting, playground, product-id, repoclosure, repodiff, repograph, repomanage, reposync, subscription-manager, uploadprofile
   2023-07-10T10:29:38+0000 INFO Updating Subscription Management repositories.
   2023-07-10T10:29:38+0000 INFO Unable to read consumer identity
   2023-07-10T10:29:38+0000 INFO Subscription Manager is operating in container mode.
   ```

   c. List log files and subdirectories contained in `/var/log` within a specific container:

   ```
   $ oc exec <pod_name> -c <container_name> ls /var/log
   ```

   d. Query a specific log file contained in `/var/log` within a specific container:

   ```
   $ oc exec <pod_name> -c <container_name> cat /var/log/<path_to_log>
   ```
7.7.4. Accessing running pods

You can review running pods dynamically by opening a shell inside a pod or by gaining network access through port forwarding.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

Procedure

1. Switch into the project that contains the pod you would like to access. This is necessary because the `oc rsh` command does not accept the `-n` namespace option:

   ```
   $ oc project <namespace>
   ```

2. Start a remote shell into a pod:

   ```
   $ oc rsh <pod_name> ①
   ```

   ① If a pod has multiple containers, `oc rsh` defaults to the first container unless `-c <container_name>` is specified.

3. Start a remote shell into a specific container within a pod:

   ```
   $ oc rsh -c <container_name> pod/<pod_name>
   ```

4. Create a port forwarding session to a port on a pod:

   ```
   $ oc port-forward <pod_name> <host_port>:<pod_port> ①
   ```

   ① Enter `Ctrl+C` to cancel the port forwarding session.

7.7.5. Starting debug pods with root access

You can start a debug pod with root access, based on a problematic pod’s deployment or deployment configuration. Pod users typically run with non-root privileges, but running troubleshooting pods with temporary root privileges can be useful during issue investigation.

Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

Procedure
1. Start a debug pod with root access, based on a deployment.
   a. Obtain a project’s deployment name:
      
      ```
      $ oc get deployment -n <project_name>
      ```
   b. Start a debug pod with root privileges, based on the deployment:
      
      ```
      $ oc debug deployment/my-deployment --as-root -n <project_name>
      ```

2. Start a debug pod with root access, based on a deployment configuration.
   a. Obtain a project’s deployment configuration name:
      
      ```
      $ oc get deploymentconfigs -n <project_name>
      ```
   b. Start a debug pod with root privileges, based on the deployment configuration:
      
      ```
      $ oc debug deploymentconfig/my-deployment-configuration --as-root -n <project_name>
      ```

**NOTE**

You can append `-- <command>` to the preceding `oc debug` commands to run individual commands within a debug pod, instead of running an interactive shell.

### 7.7.6. Copying files to and from pods and containers

You can copy files to and from a pod to test configuration changes or gather diagnostic information.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

**Procedure**

1. Copy a file to a pod:

   ```
   $ oc cp <local_path> <pod_name>:/<path> -c <container_name>  
   ```

   1. The first container in a pod is selected if the `-c` option is not specified.

2. Copy a file from a pod:

   ```
   $ oc cp <pod_name>:/<path> -c <container_name> <local_path>  
   ```

   1. The first container in a pod is selected if the `-c` option is not specified.
NOTE

For `oc cp` to function, the `tar` binary must be available within the container.

# 7.8. TROUBLESHOOTING THE SOURCE-TO-IMAGE PROCESS

## 7.8.1. Strategies for Source-to-Image troubleshooting

Use Source-to-Image (S2I) to build reproducible, Docker-formatted container images. You can create ready-to-run images by injecting application source code into a container image and assembling a new image. The new image incorporates the base image (the builder) and built source.

To determine where in the S2I process a failure occurs, you can observe the state of the pods relating to each of the following S2I stages:

1. During the **build configuration stage**, a build pod is used to create an application container image from a base image and application source code.

2. During the **deployment configuration stage**, a deployment pod is used to deploy application pods from the application container image that was built in the build configuration stage. The deployment pod also deploys other resources such as services and routes. The deployment configuration begins after the build configuration succeeds.

3. After the **deployment pod has started the application pods**, application failures can occur within the running application pods. For instance, an application might not behave as expected even though the application pods are in a **Running** state. In this scenario, you can access running application pods to investigate application failures within a pod.

When troubleshooting S2I issues, follow this strategy:

1. Monitor build, deployment, and application pod status

2. Determine the stage of the S2I process where the problem occurred

3. Review logs corresponding to the failed stage

## 7.8.2. Gathering Source-to-Image diagnostic data

The S2I tool runs a build pod and a deployment pod in sequence. The deployment pod is responsible for deploying the application pods based on the application container image created in the build stage. Watch build, deployment and application pod status to determine where in the S2I process a failure occurs. Then, focus diagnostic data collection accordingly.

### Prerequisites

- You have access to the cluster as a user with the `cluster-admin` role.
- Your API service is still functional.
- You have installed the OpenShift CLI (`oc`).

### Procedure

1. Watch the pod status throughout the S2I process to determine at which stage a failure occurs:
1. Use `-w` to monitor pods for changes until you quit the command using `Ctrl+C`.

2. Review a failed pod’s logs for errors.
   - If the **build pod** fails, review the build pod’s logs:
     ```
     $ oc logs -f pod/<application_name>-<build_number>-build
     ```
     
     **NOTE**
     Alternatively, you can review the build configuration’s logs using `oc logs -f bc/<application_name>`. The build configuration’s logs include the logs from the build pod.

   - If the **deployment pod** fails, review the deployment pod’s logs:
     ```
     $ oc logs -f pod/<application_name>-<build_number>-deploy
     ```
     
     **NOTE**
     Alternatively, you can review the deployment configuration’s logs using `oc logs -f dc/<application_name>`. This outputs logs from the deployment pod until the deployment pod completes successfully. The command outputs logs from the application pods if you run it after the deployment pod has completed. After a deployment pod completes, its logs can still be accessed by running `oc logs -f pod/<application_name>-<build_number>-deploy`.

   - If an application pod fails, or if an application is not behaving as expected within a running application pod, review the application pod’s logs:
     ```
     $ oc logs -f pod/<application_name>-<build_number>-random_string
     ```

### 7.8.3. Gathering application diagnostic data to investigate application failures

Application failures can occur within running application pods. In these situations, you can retrieve diagnostic information with these strategies:

- Review events relating to the application pods.
- Review the logs from the application pods, including application-specific log files that are not collected by the OpenShift Logging framework.
- Test application functionality interactively and run diagnostic tools in an application container.

**Prerequisites**

- You have access to the cluster as a user with the `cluster-admin` role.
- You have installed the OpenShift CLI (`oc`).
Procedure

1. List events relating to a specific application pod. The following example retrieves events for an application pod named `my-app-1-akdlg`:

   ```sh
   $ oc describe pod/my-app-1-akdlg
   ```

2. Review logs from an application pod:

   ```sh
   $ oc logs -f pod/my-app-1-akdlg
   ```

3. Query specific logs within a running application pod. Logs that are sent to stdout are collected by the OpenShift Logging framework and are included in the output of the preceding command. The following query is only required for logs that are not sent to stdout.
   a. If an application log can be accessed without root privileges within a pod, concatenate the log file as follows:

      ```sh
      $ oc exec my-app-1-akdlg -- cat /var/log/my-application.log
      ```
   
   b. If root access is required to view an application log, you can start a debug container with root privileges and then view the log file from within the container. Start the debug container from the project's `DeploymentConfig` object. Pod users typically run with non-root privileges, but running troubleshooting pods with temporary root privileges can be useful during issue investigation:

      ```sh
      $ oc debug dc/my-deployment-configuration --as-root -- cat /var/log/my-application.log
      ```

      **NOTE**

      You can access an interactive shell with root access within the debug pod if you run `oc debug dc/<deployment_configuration> --as-root` without appending `-- <command>`.  

4. Test application functionality interactively and run diagnostic tools, in an application container with an interactive shell.
   a. Start an interactive shell on the application container:

      ```sh
      $ oc exec -it my-app-1-akdlg /bin/bash
      ```

   b. Test application functionality interactively from within the shell. For example, you can run the container's entry point command and observe the results. Then, test changes from the command line directly, before updating the source code and rebuilding the application container through the S2I process.

   a. Run diagnostic binaries available within the container.
NOTE

Root privileges are required to run some diagnostic binaries. In these situations you can start a debug pod with root access, based on a problematic pod’s DeploymentConfig object, by running `oc debug dc/<deployment_configuration> --as-root`. Then, you can run diagnostic binaries as root from within the debug pod.

1. If diagnostic binaries are not available within a container, you can run a host’s diagnostic binaries within a container’s namespace by using `nsenter`. The following example runs `ip ad` within a container’s namespace, using the host’s `ip` binary.

   a. Enter into a debug session on the target node. This step instantiates a debug pod called `<node_name>-debug`:

   ```
   $ oc debug node/my-cluster-node
   ```

   b. Set `/host` as the root directory within the debug shell. The debug pod mounts the host’s root file system in `/host` within the pod. By changing the root directory to `/host`, you can run binaries contained in the host’s executable paths:

   ```
   # chroot /host
   ```

   NOTE

   OpenShift Container Platform 4.13 cluster nodes running Red Hat Enterprise Linux CoreOS (RHCOS) are immutable and rely on Operators to apply cluster changes. Accessing cluster nodes by using SSH is not recommended. However, if the OpenShift Container Platform API is not available, or the kubelet is not properly functioning on the target node, `oc` operations will be impacted. In such situations, it is possible to access nodes using `ssh core@<node>.<cluster_name>.<base_domain>` instead.

   c. Determine the target container ID:

   ```
   # crictl ps
   ```

   d. Determine the container’s process ID. In this example, the target container ID is `a7fe32346b120`:

   ```
   # crictl inspect a7fe32346b120 --output yaml | grep 'pid:' | awk '{print $2}'
   ```

   e. Run `ip ad` within the container’s namespace, using the host’s `ip` binary. This example uses `31150` as the container’s process ID. The `nsenter` command enters the namespace of a target process and runs a command in its namespace. Because the target process in this example is a container’s process ID, the `ip ad` command is run in the container’s namespace from the host:

   ```
   # nsenter -n -t 31150 -- ip ad
   ```
NOTES

Running a host’s diagnostic binaries within a container’s namespace is only possible if you are using a privileged container such as a debug node.

7.8.4. Additional resources

- See Source-to-Image (S2I) build for more details about the S2I build strategy.

7.9. TROUBLESHOOTING STORAGE ISSUES

7.9.1. Resolving multi-attach errors

When a node crashes or shuts down abruptly, the attached ReadWriteOnce (RWO) volume is expected to be unmounted from the node so that it can be used by a pod scheduled on another node.

However, mounting on a new node is not possible because the failed node is unable to unmount the attached volume.

A multi-attach error is reported:

Example output

```
Unable to attach or mount volumes: unmounted volumes=[sso-mysql-pvol], unattached volumes=[sso-mysql-pvol default-token-x4rzc]: timed out waiting for the condition
Multi-Attach error for volume "pvc-8837384d-69d7-40b2-b2e6-5df86943eeef9" Volume is already used by pod(s) sso-mysql-1-ns6b4
```

Procedure

To resolve the multi-attach issue, use one of the following solutions:

- Enable multiple attachments by using RWX volumes.
  For most storage solutions, you can use ReadWriteMany (RWX) volumes to prevent multi-attach errors.

- Recover or delete the failed node when using an RWO volume.
  For storage that does not support RWX, such as VMware vSphere, RWO volumes must be used instead. However, RWO volumes cannot be mounted on multiple nodes.

  If you encounter a multi-attach error message with an RWO volume, force delete the pod on a shutdown or crashed node to avoid data loss in critical workloads, such as when dynamic persistent volumes are attached.

```
$ oc delete pod <old_pod> --force=true --grace-period=0
```

This command deletes the volumes stuck on shutdown or crashed nodes after six minutes.

7.10. TROUBLESHOOTING WINDOWS CONTAINER WORKLOAD ISSUES

7.10.1. Windows Machine Config Operator does not install

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If you have completed the process of installing the Windows Machine Config Operator (WMCO), but the Operator is stuck in the **InstallWaiting** phase, your issue is likely caused by a networking issue.

The WMCO requires your OpenShift Container Platform cluster to be configured with hybrid networking using OVN-Kubernetes; the WMCO cannot complete the installation process without hybrid networking available. This is necessary to manage nodes on multiple operating systems (OS) and OS variants. This must be completed during the installation of your cluster.

For more information, see [Configuring hybrid networking](#).

### 7.10.2. Investigating why Windows Machine does not become compute node

There are various reasons why a Windows Machine does not become a compute node. The best way to investigate this problem is to collect the Windows Machine Config Operator (WMCO) logs.

#### Prerequisites

- You installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.

#### Procedure

- Run the following command to collect the WMCO logs:

  ```
  $ oc logs -f deployment/windows-machine-config-operator -n openshift-windows-machine-config-operator
  ```

### 7.10.3. Accessing a Windows node

Windows nodes cannot be accessed using the `oc debug node` command; the command requires running a privileged pod on the node, which is not yet supported for Windows. Instead, a Windows node can be accessed using a secure shell (SSH) or Remote Desktop Protocol (RDP). An SSH bastion is required for both methods.

#### 7.10.3.1. Accessing a Windows node using SSH

You can access a Windows node by using a secure shell (SSH).

#### Prerequisites

- You have installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.
- You have added the key used in the `cloud-private-key` secret and the key used when creating the cluster to the ssh-agent. For security reasons, remember to remove the keys from the ssh-agent after use.
- You have connected to the Windows node using an ssh-bastion pod.

#### Procedure
Access the Windows node by running the following command:

```
$ ssh -t -o StrictHostKeyChecking=no -o ProxyCommand='ssh -A -o StrictHostKeyChecking=no \
-o ServerAliveInterval=30 -W %h:%p core@$\(oc get service --all-namespaces -l run=ssh-bastion \n-o go-template="\{{ with (index (index .items 0).status.loadBalancer.ingress 0) }}{{ or .hostname .ip }}\{end\}\}" <username>@<windows_node_internal_ip> 1 2
```

1. Specify the cloud provider username, such as **Administrator** for Amazon Web Services (AWS) or **capi** for Microsoft Azure.

2. Specify the internal IP address of the node, which can be discovered by running the following command:

```
$ oc get nodes <node_name> -o jsonpath={.status.addresses[?(@.type=="InternalIP")].address}
```

### 7.10.3.2. Accessing a Windows node using RDP

You can access a Windows node by using a Remote Desktop Protocol (RDP).

**Prerequisites**

- You installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.
- You have added the key used in the **cloud-private-key** secret and the key used when creating the cluster to the ssh-agent. For security reasons, remember to remove the keys from the ssh-agent after use.
- You have connected to the Windows node using an **ssh-bastion** pod.

**Procedure**

1. Run the following command to set up an SSH tunnel:

```
$ ssh -L 2020:<windows_node_internal_ip>:3389 \
core@$\(oc get service --all-namespaces -l run=ssh-bastion -o go-template="\{{ with (index (index .items 0).status.loadBalancer.ingress 0) }}{{ or .hostname .ip }}\{end\}\"\)'
```

Specify the internal IP address of the node, which can be discovered by running the following command:

```
$ oc get nodes <node_name> -o jsonpath={.status.addresses[?(@.type=="InternalIP")].address}
```

2. From within the resulting shell, SSH into the Windows node and run the following command to create a password for the user:
Specify the cloud provider user name, such as **Administrator** for AWS or **capi** for Azure.

You can now remotely access the Windows node at `localhost:2020` using an RDP client.

### 7.10.4. Collecting Kubernetes node logs for Windows containers

Windows container logging works differently from Linux container logging; the Kubernetes node logs for Windows workloads are streamed to the `C:\var\logs` directory by default. Therefore, you must gather the Windows node logs from that directory.

**Prerequisites**
- You installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.

**Procedure**

1. To view the logs under all directories in `C:\var\logs`, run the following command:

   ```bash
   $ oc adm node-logs -l kubernetes.io/os=windows --path=/ip-10-0-252.10-0-138.us-east-2.compute.internal containers
   $ oc adm node-logs -l kubernetes.io/os=windows --path=/ip-10-0-138-252.us-east-2.compute.internal hybrid-overlay
   $ oc adm node-logs -l kubernetes.io/os=windows --path=/ip-10-0-138-252.us-east-2.compute.internal kubelet
   $ oc adm node-logs -l kubernetes.io/os=windows --path=/ip-10-0-138-252.us-east-2.compute.internal pods
   ```

2. You can now list files in the directories using the same command and view the individual log files. For example, to view the kubelet logs, run the following command:

   ```bash
   $ oc adm node-logs -l kubernetes.io/os=windows --path=/kubelet/kubelet.log
   ```

### 7.10.5. Collecting Windows application event logs

The **Get-WinEvent** shim on the kubelet **logs** endpoint can be used to collect application event logs from Windows machines.

**Prerequisites**
- You installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.

**Procedure**

- To view logs from all applications logging to the event logs on the Windows machine, run:

  ```bash
  $ oc adm node-logs -l kubernetes.io/os=windows --path=journal
  ```
The same command is executed when collecting logs with `oc adm must-gather`.

Other Windows application logs from the event log can also be collected by specifying the respective service with a `-u` flag. For example, you can run the following command to collect logs for the docker runtime service:

```
$ oc adm node-logs -l kubernetes.io/os=windows --path=journal -u docker
```

### 7.10.6. Collecting Docker logs for Windows containers

The Windows Docker service does not stream its logs to stdout, but instead, logs to the event log for Windows. You can view the Docker event logs to investigate issues you think might be caused by the Windows Docker service.

**Prerequisites**

- You installed the Windows Machine Config Operator (WMCO) using Operator Lifecycle Manager (OLM).
- You have created a Windows compute machine set.

**Procedure**

1. SSH into the Windows node and enter PowerShell:

   ```
   C:\> powershell
   ```

2. View the Docker logs by running the following command:

   ```
   C:\> Get-EventLog -LogName Application -Source Docker
   ```

### 7.10.7. Additional resources

- [Containers on Windows troubleshooting](#)
- [Troubleshoot host and container image mismatches](#)
- [Docker for Windows troubleshooting](#)
- [Common Kubernetes problems with Windows](#)

### 7.11. INVESTIGATING MONITORING ISSUES

OpenShift Container Platform includes a preconfigured, preinstalled, and self-updating monitoring stack that provides monitoring for core platform components. In OpenShift Container Platform 4.13, cluster administrators can optionally enable monitoring for user-defined projects.

You can follow these procedures if your own metrics are unavailable or if Prometheus is consuming a lot of disk space.

#### 7.11.1. Investigating why user-defined project metrics are unavailable

- `[ServiceMonitor](#)` resources enable you to determine how to use the metrics exposed by a service in user-defined projects.
ServiceMonitor resources enable you to determine how to use the metrics exposed by a service in user-defined projects. Follow the steps outlined in this procedure if you have created a ServiceMonitor resource but cannot see any corresponding metrics in the Metrics UI.

Prerequisites

- You have access to the cluster as a user with the cluster-admin role.
- You have installed the OpenShift CLI (oc).
- You have enabled and configured monitoring for user-defined workloads.
- You have created the user-workload-monitoring-config ConfigMap object.
- You have created a ServiceMonitor resource.

Procedure

1. Check that the corresponding labels match in the service and ServiceMonitor resource configurations.
   a. Obtain the label defined in the service. The following example queries the prometheus-example-app service in the ns1 project:

   ```
   $ oc -n ns1 get service prometheus-example-app -o yaml
   ``

   Example output
   ```
   apiVersion: v1
   kind: Service
   # ...
   spec:
     endpoints:
     - interval: 30s
       port: web
       scheme: http
     selector:
       matchLabels:
         app: prometheus-example-app
   # ...
   ```

   b. Check that the matchLabels app label in the ServiceMonitor resource configuration matches the label output in the preceding step:

   ```
   $ oc -n ns1 get servicemonitor prometheus-example-monitor -o yaml
   ``

   Example output
   ```
   apiVersion: v1
   kind: Service
   # ...
   spec:
     endpoints:
     - interval: 30s
       port: web
       scheme: http
     selector:
       matchLabels:
         app: prometheus-example-app
   # ...
   ```
NOTE

You can check service and ServiceMonitor resource labels as a developer with view permissions for the project.

2. Inspect the logs for the Prometheus Operator in the openshift-user-workload-monitoring project.

   a. List the pods in the openshift-user-workload-monitoring project:

```
$ oc -n openshift-user-workload-monitoring get pods
```

Example output

```
NAME                                    READY STATUS    RESTARTS AGE
prometheus-operator-776fcbbd56-2nbfm    2/2     Running   0   132m
prometheus-user-workload-0              5/5     Running   1   132m
prometheus-user-workload-1              5/5     Running   1   132m
thanos-ruler-user-workload-0            3/3     Running   0   132m
thanos-ruler-user-workload-1            3/3     Running   0   132m
```

   b. Obtain the logs from the prometheus-operator container in the prometheus-operator pod. In the following example, the pod is called prometheus-operator-776fcbbd56-2nbfm:

```
$ oc -n openshift-user-workload-monitoring logs prometheus-operator-776fcbbd56-2nbfm -c prometheus-operator
```

If there is an issue with the service monitor, the logs might include an error similar to this example:

```
level=warn ts=2020-08-10T11:48:20.906739623Z caller=operator.go:1829 component=prometheusoperator msg="skipping servicemonitor" error="it accesses file system via bearer token file which Prometheus specification prohibits" servicemonitor=eagle/eagle namespace=openshift-user-workload-monitoring prometheus=user-workload
```

3. Review the target status for your endpoint on the Metrics targets page in the OpenShift Container Platform web console UI.

   a. Log in to the OpenShift Container Platform web console and navigate to Observe → Targets in the Administrator perspective.

   b. Locate the metrics endpoint in the list, and review the status of the target in the Status column.

   c. If the Status is Down, click the URL for the endpoint to view more information on the Target Details page for that metrics target.

4. Configure debug level logging for the Prometheus Operator in the openshift-user-workload-monitoring project.

   a. Edit the user-workload-monitoring-config ConfigMap object in the openshift-user-workload-monitoring project:
b. Add `logLevel: debug` for `prometheusOperator` under `data/config.yaml` to set the log level to `debug`:

```yaml
apiVersion: v1
kind: ConfigMap
metadata:
  name: user-workload-monitoring-config
  namespace: openshift-user-workload-monitoring
data:
  config.yaml: |
    prometheusOperator:
      logLevel: debug
```

c. Save the file to apply the changes.

**NOTE**
The `prometheus-operator` in the `openshift-user-workload-monitoring` project restarts automatically when you apply the log-level change.

d. Confirm that the `debug` log-level has been applied to the `prometheus-operator` deployment in the `openshift-user-workload-monitoring` project:

```bash
$ oc -n openshift-user-workload-monitoring get deploy prometheus-operator -o yaml | grep "log-level"
```

**Example output**

```
- --log-level=debug
```

Debug level logging will show all calls made by the Prometheus Operator.

e. Check that the `prometheus-operator` pod is running:

```bash
$ oc -n openshift-user-workload-monitoring get pods
```

**NOTE**
If an unrecognized Prometheus Operator `loglevel` value is included in the config map, the `prometheus-operator` pod might not restart successfully.

f. Review the debug logs to see if the Prometheus Operator is using the `ServiceMonitor` resource. Review the logs for other related errors.

**Additional resources**

- Creating a user-defined workload monitoring config map
7.11.2. Determining why Prometheus is consuming a lot of disk space

Developers can create labels to define attributes for metrics in the form of key-value pairs. The number of potential key-value pairs corresponds to the number of possible values for an attribute. An attribute that has an unlimited number of potential values is called an unbound attribute. For example, a **customer_id** attribute is unbound because it has an infinite number of possible values.

Every assigned key-value pair has a unique time series. The use of many unbound attributes in labels can result in an exponential increase in the number of time series created. This can impact Prometheus performance and can consume a lot of disk space.

You can use the following measures when Prometheus consumes a lot of disk:

- **Check the number of scrape samples** that are being collected.
- **Check the time series database (TSDB) status using the Prometheus HTTP API** for more information about which labels are creating the most time series. Doing so requires cluster administrator privileges.
- **Reduce the number of unique time series that are created** by reducing the number of unbound attributes that are assigned to user-defined metrics.

**NOTE**

Using attributes that are bound to a limited set of possible values reduces the number of potential key-value pair combinations.

- **Enforce limits on the number of samples that can be scraped** across user-defined projects. This requires cluster administrator privileges.

Prerequisites

- You have access to the cluster as a user with the **cluster-admin** cluster role.
- You have installed the OpenShift CLI (**oc**).

Procedure

1. In the Administrator perspective, navigate to Observe → Metrics.
2. Run the following Prometheus Query Language (PromQL) query in the Expression field. This returns the ten metrics that have the highest number of scrape samples:

```
topk(10,count by (job)({__name__=~".+'"}))
```
3. Investigate the number of unbound label values assigned to metrics with higher than expected scrape sample counts.
- If the metrics relate to a user-defined project, review the metrics key-value pairs assigned to your workload. These are implemented through Prometheus client libraries at the application level. Try to limit the number of unbound attributes referenced in your labels.

- If the metrics relate to a core OpenShift Container Platform project, create a Red Hat support case on the Red Hat Customer Portal.

4. Review the TSDB status using the Prometheus HTTP API by running the following commands as a cluster administrator:

   ```
   $ oc login -u <username> -p <password>
   $ host=$(oc -n openshift-monitoring get route prometheus-k8s -ojsonpath={.spec.host})
   $ token=$(oc whoami -t)
   $ curl -H "Authorization: Bearer $token" -k "https://$host/api/v1/status/tsdb"
   
   Example output
   "status": "success",
   ```

Additional resources

- See Setting a scrape sample limit for user-defined projects for details on how to set a scrape sample limit and create related alerting rules

### 7.12. DIAGNOSING OPENSHIFT CLI (oc) ISSUES

#### 7.12.1. Understanding OpenShift CLI (oc) log levels

With the OpenShift CLI (oc), you can create applications and manage OpenShift Container Platform projects from a terminal.

If oc command-specific issues arise, increase the oc log level to output API request, API response, and curl request details generated by the command. This provides a granular view of a particular oc command’s underlying operation, which in turn might provide insight into the nature of a failure.

oc log levels range from 1 to 10. The following table provides a list of oc log levels, along with their descriptions.

Table 7.4. OpenShift CLI (oc) log levels

<table>
<thead>
<tr>
<th>Log level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 5</td>
<td>No additional logging to stderr.</td>
</tr>
<tr>
<td>6</td>
<td>Log API requests to stderr.</td>
</tr>
<tr>
<td>7</td>
<td>Log API requests and headers to stderr.</td>
</tr>
</tbody>
</table>
### 7.12.2. Specifying OpenShift CLI (oc) log levels

You can investigate OpenShift CLI (oc) issues by increasing the command’s log level.

The OpenShift Container Platform user’s current session token is typically included in logged curl requests where required. You can also obtain the current user’s session token manually, for use when testing aspects of an oc command’s underlying process step-by-step.

#### Prerequisites

- Install the OpenShift CLI (oc).

#### Procedure

- Specify the oc log level when running an oc command:

  ```bash
  $ oc <command> --loglevel <log_level>
  ```

  where:

  `<command>`
  
  Specifies the command you are running.

  `<log_level>`
  
  Specifies the log level to apply to the command.

- To obtain the current user’s session token, run the following command:

  ```bash
  $ oc whoami -t
  ```

#### Example output

- sha256~RCV3Qcn7H-OEfqCGVI0CvnZ6...