

Support guide for Red Hat OpenShift Container Platform

If you encounter any issues with Red Hat OpenShift Container Platform, consult this guide before opening a support case.

REVIEW TROUBLESHOOTING GUIDES: access.redhat.com/articles/2913431

REVIEW SOLUTIONS TO COMMONS ISSUES: access.redhat.com/solutions/1599603

INVESTIGATE INSTALLS AND UPGRADES: access.redhat.com/solutions/2046063

- Key files
 - Cluster inventory: `/etc/ansible/hosts`
 - Note: The inventory you used/use to install your cluster may or may not be in this location.
- Key commands
 - Ansible debug output (collected by adding `-vvv` to `ansible-playbook` command)
 - ```
ansible-playbook ~/usr/share/ansible/openshift-ansible/playbooks/byo/config.yml -vvv | tee openshift_install.log
```
  - ```
# ansible all -m ping -vvv
```
 - ```
ansible-playbook /usr/share/ansible/openshift-ansible/playbooks/byo/openshift_facts.yml > openshift_facts.log
```

### INSTALL CLUSTERS

- Key files / directories
  - `/etc/origin/{node,master}/`
  - `/etc/origin/{node,master}/{node,master}-config.yaml`
- Key commands
  - ```
# openshift version
```
 - ```
oc get all,nodes,events -n default -o wide
```
  - ```
# oc adm diagnostics
```

INVESTIGATE APPLICATIONS/PODS

- Key commands
 - ```
oc logs <pod>
```
  - ```
# oc exec <pod> [-c <container>] <command>
```
 - ```
oc rsh <pod>
```
  - ```
# oc rsync <pod>:<pod_dir><local_dir> -c <container>
```

OPEN A SUPPORT CASE

If you cannot resolve the issue using the guidance listed above, open a support case: <https://access.redhat.com/support/cases/new/>

Guidance for opening a support case:

- Provide a clear and concise problem description.
 - Steps to reproduce the problem and time(s) and date(s) the problem was observed
 - When did the problem start to occur? Did it start after making any kind of changes?
 - Exact command used to reproduce the problem and the error message seen
If possible, rerun the same command with `--debug`.
If the problem is via GUI, provide screenshots.
- Provide details of the OpenShift architecture (attach to the case).
 - Diagram of system architecture, Red Hat Services Engagement Journal, or docs used
 - Details on 3rd party plugins or integrations; Is there an integrated 3rd party build pipeline? Are any custom UI extensions being used?
- `sosreport` from OpenShift master and affected nodes (update to the latest `sos` package)
 - ```
sosreport -k docker.all=on -k docker.logs=on
```