Logger Troubleshooting for Power Users

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Backline Logger Support
April 2014

Agenda

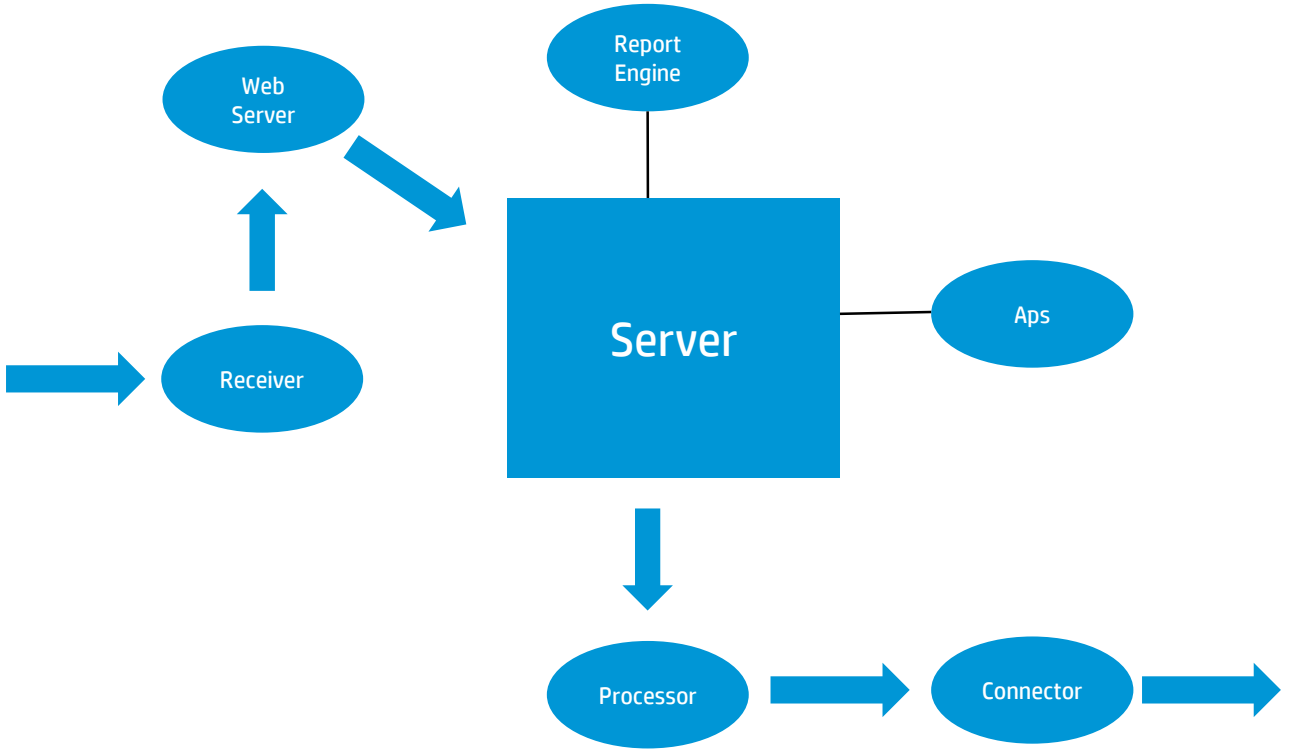
- Logger Architecture
- Common Logger Problems
- Support Tickets
- Disaster Recovery and Backups
- Customer Resources
- Example Cases

Understanding Logger Architecture

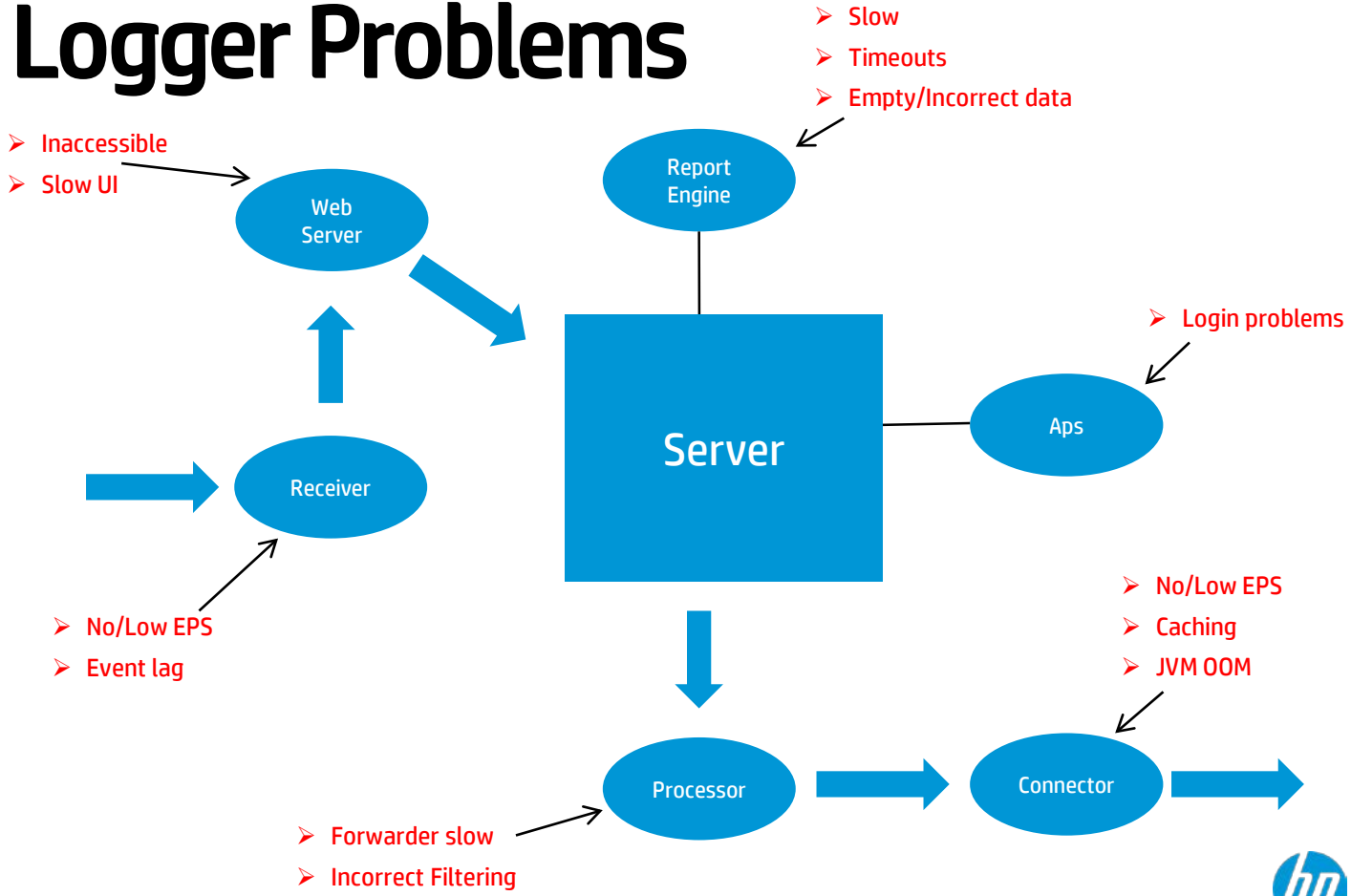
Logger Architecture

How it fits together

- Server
- Receiver
- Connector
- Processor
- Report Engine
- Web Server
- Aps



Common Logger Problems



Troubleshooting 101

1. Problem definition

What is the expected behaviour vs actual behaviour?

2. Circumstances

Did it ever work as expected or is it first usage of this feature? Any changes in environment/system?

3. Scope

Does it happen to all users/all reports/all Loggers? Random or predictable? Schedule or ad hoc?

4. Problem description

What are the steps/scenario when this issue happens? Timing?

5. Environment

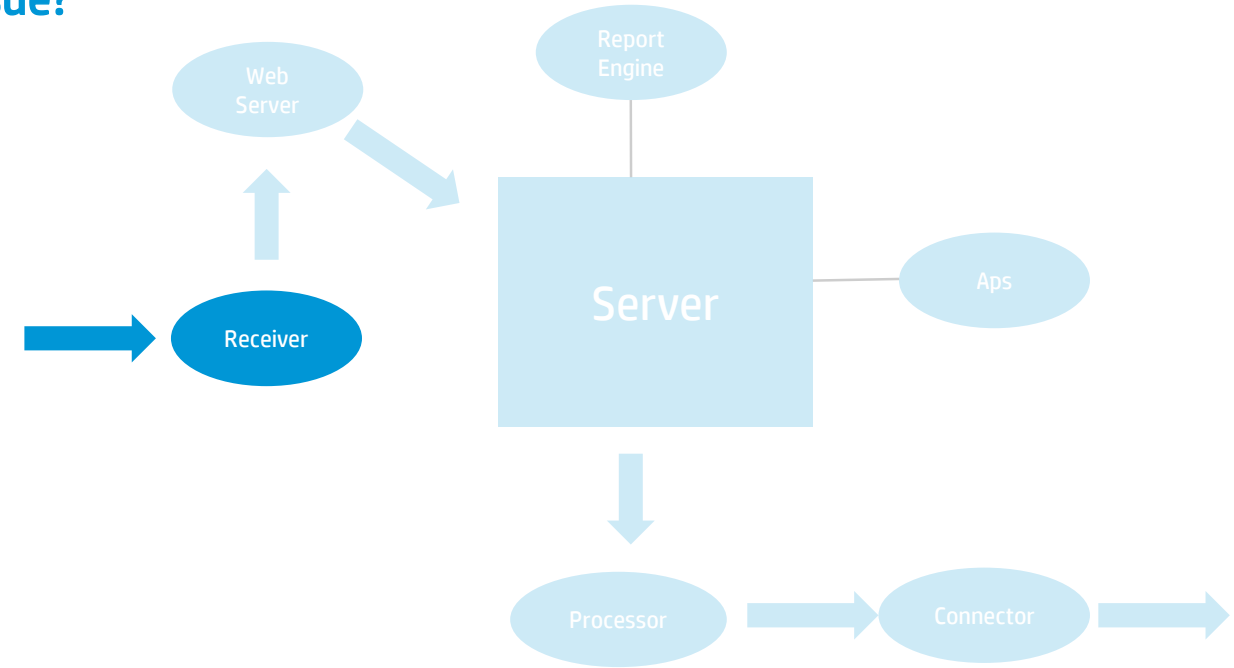
What is the setup/architecture? Software/appliance/SAN? CIF/NFS?

Receiving

Where are you seeing the issue?

Receivers

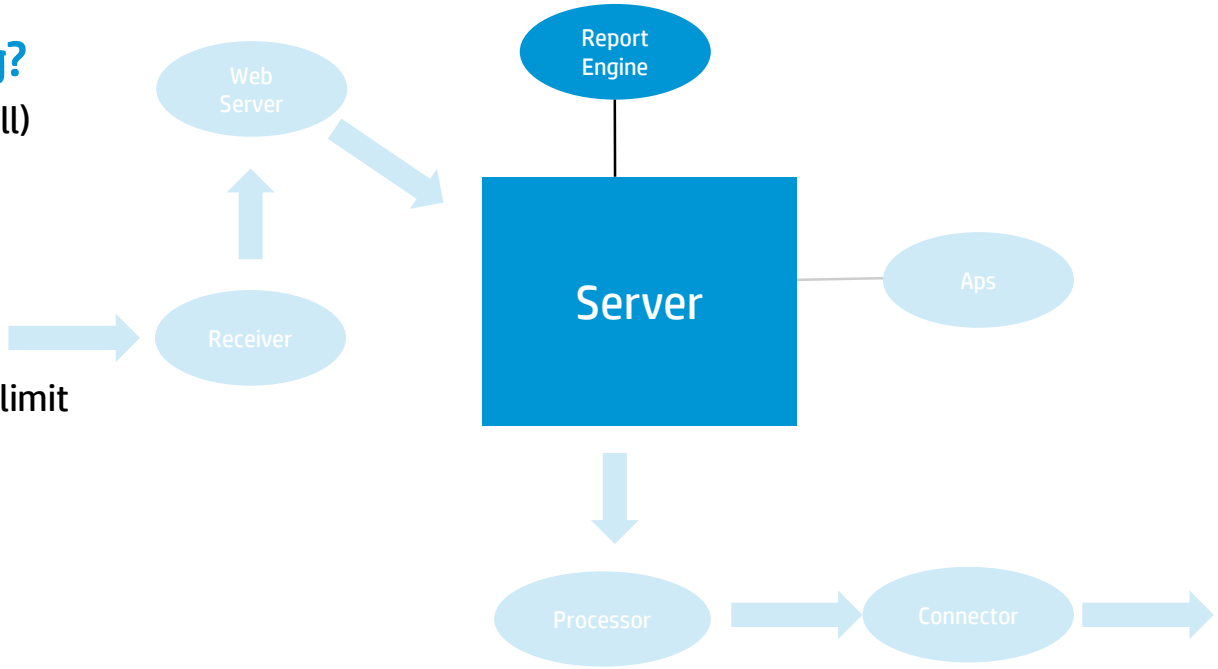
- EPS in for receiver is zero
- EPS in is not as expected
- Lagging in event time
- Passively Listens on port 443



Reporting Issues

Reports failing or not arriving?

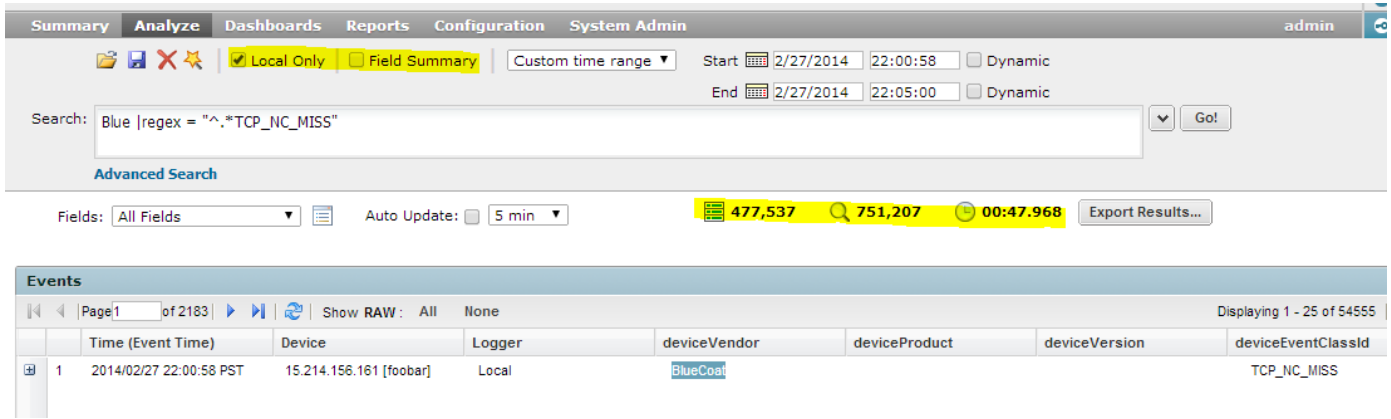
- Empty reports (single, multiple or all)
  - Queries not matching data
  - Scan limit
  - Expensive queries / time out
- Not published or emailed
  - Queries not matching data / Scan limit
  - SMTP configuration
- Schedules
  - 5 concurrent
  - Conflicts



Search

Unexpected results

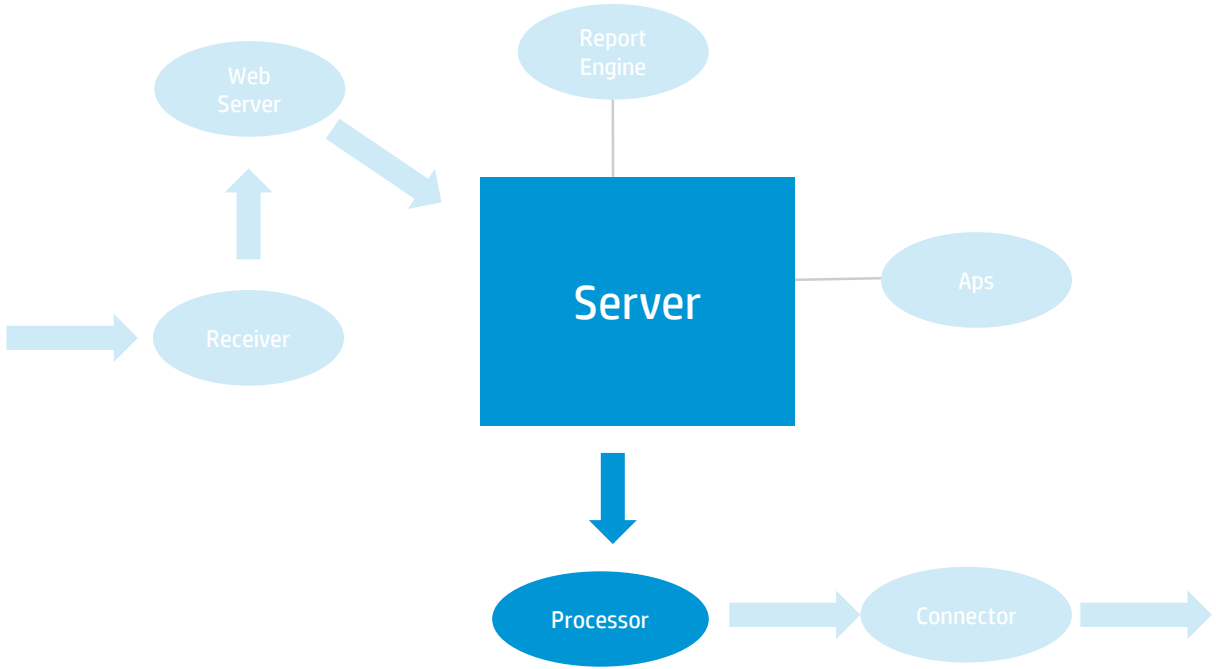
- Queries not matching data
  - Full text or regex works but not field-based
  - Is the field in the Logger Schema?
  - Time range correct?
- Time out
  - Only some results
- Exporting events
  - Limitations



Forwarding

Forwarding is search

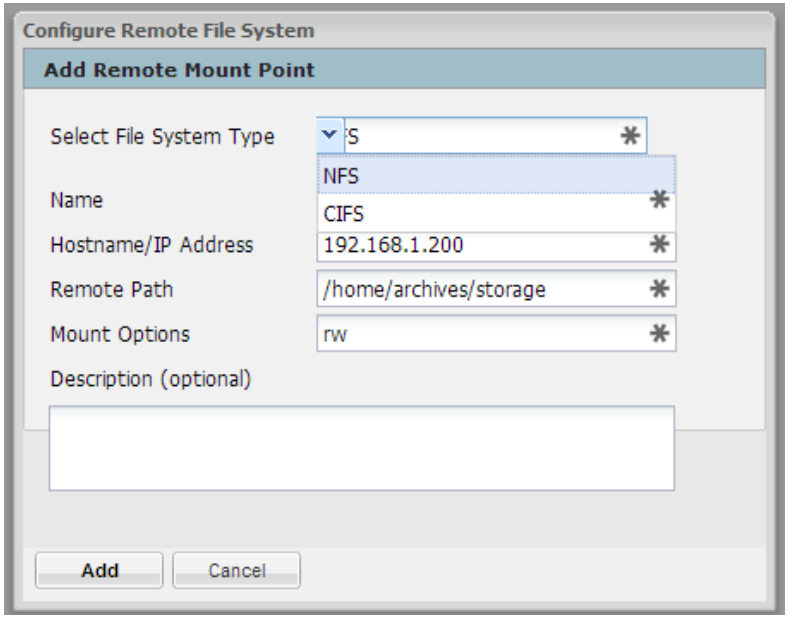
- Filters – Test!
  - Time based
  - Unified query
    - Indexing
  - Regular expression
- Caching
- Networking



Configuration Issues

Who configured your system?

- Authentication
- Remote file systems
- SAN configuration

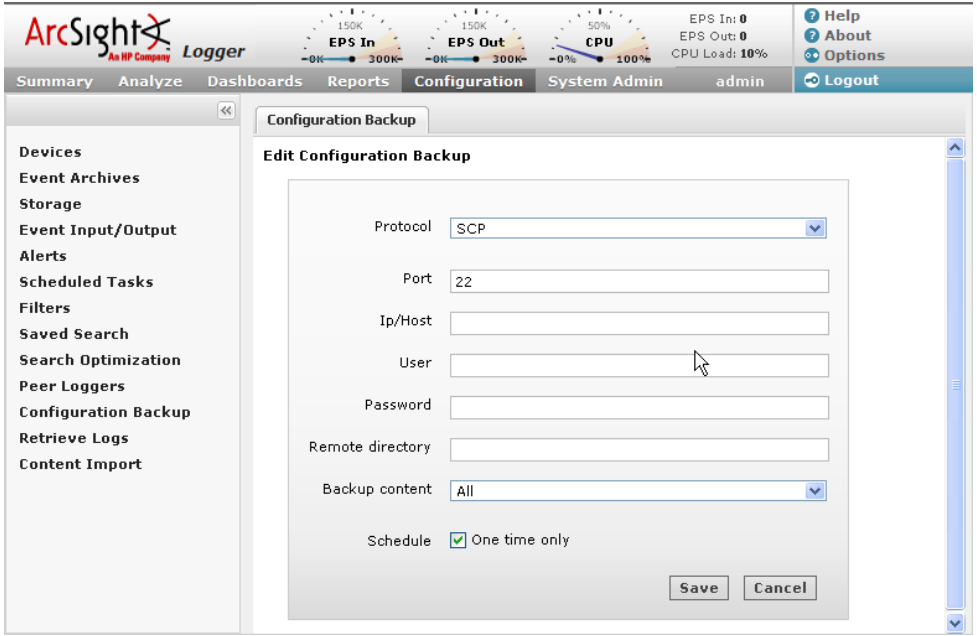


Upgrades

Follow the path

- Read the release notes thoroughly
- Validate the upgrade file
- Config backups & Archives
- iLo

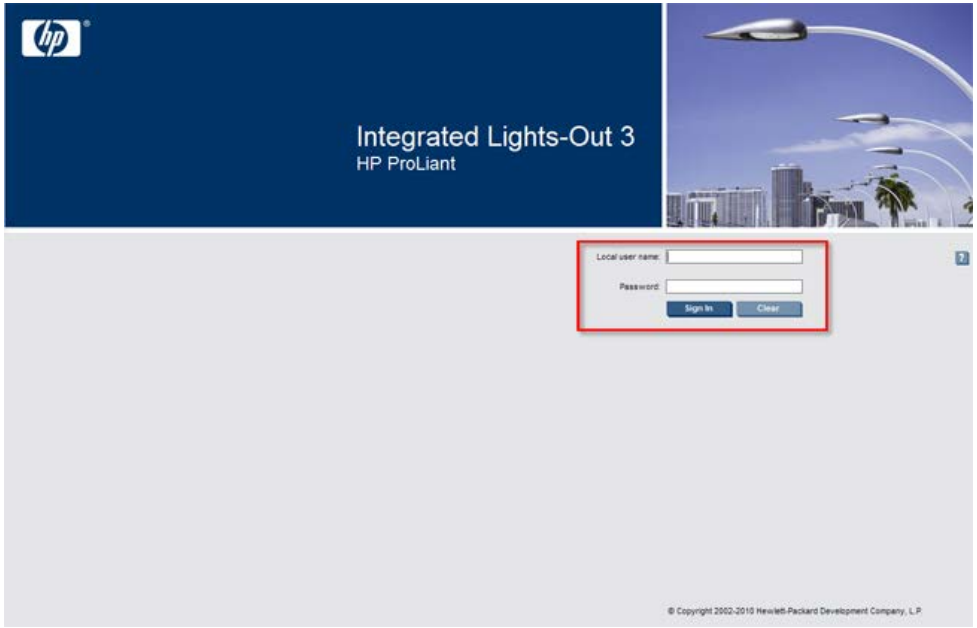
Upgrade Paths to 5.3 SP1	
Logger Appliance	
Most common upgrade paths	3.0 GA (L3308) -> 3.0 SP1 (L3393) -> 4.0 SP1 Patch 1 (L_2c-4265) -> 4.5 GA (L4892) -> 5.0 Patch 2 (L5355) -> 5.1 GA (L5887) -> 5.2 Patch 1(L6307) -> 5.3 GA (L6684) -> 5.3 SP1 (L6836)



Hardware Issues

Is it broke or not?

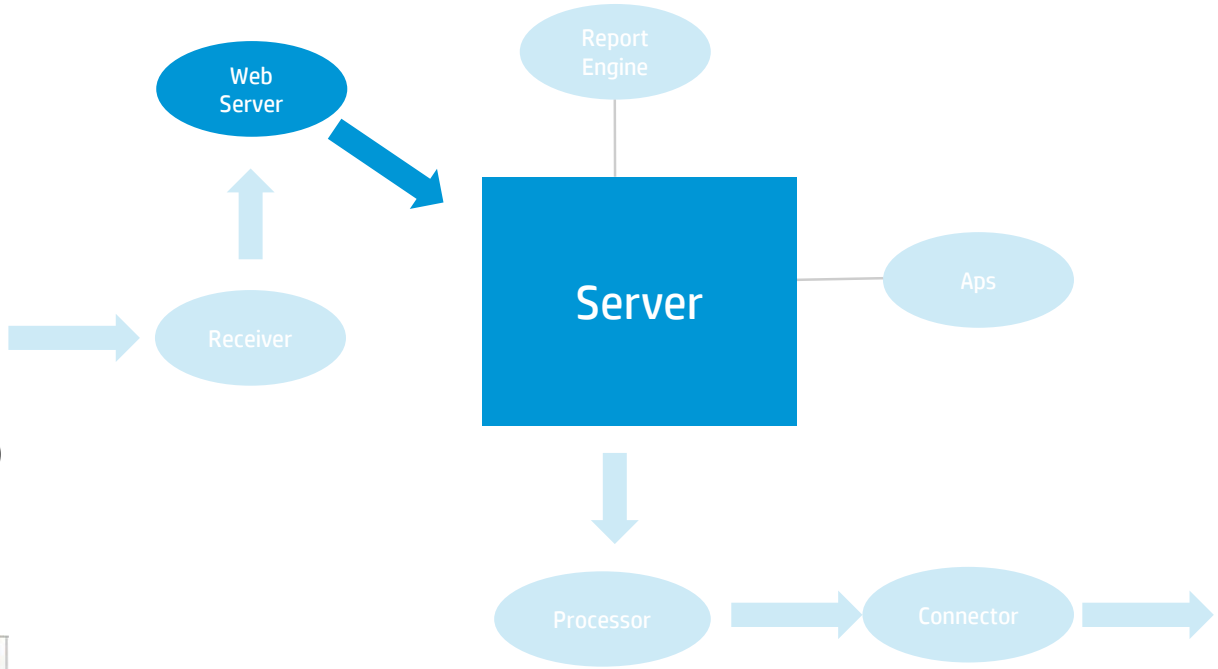
- RAID
  - Status
- Screenshot – Picture is worth a thousand words
- iLo – Integrated Lights Out
- Boot issues

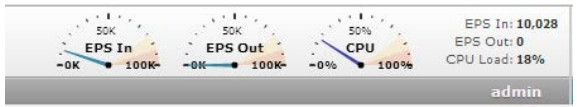


Performance Issues

S-l-o-w

- Quantify
  - UI Performance Speed
  - Search scan rates
  - CPU Load
  - EPS in
    - Index lag (over 5k EPS average)
  - Storage Group Size

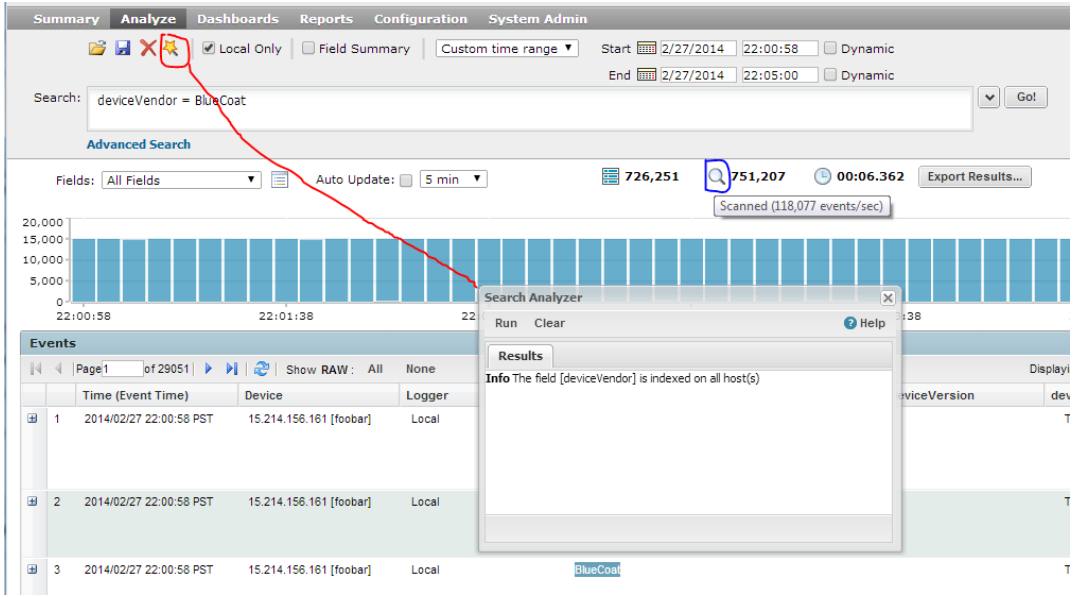




Determine Baseline Scan Rate

What is my Logger capable of?

- Performance speeds
  - Are they archived events?
  - What is the scan rate?
  - How many events are being scanned?
  - What is the time cost?
- Determine Baseline Scan Rate
  - Run a keyword search for a known search term (e.g.. “Blue”)
  - Run an indexed field search (1) over a short (1 min) time span
  - Disable field summary
  - Check scan rate



Contact Logger Support

HP-ArcSight Support

Taking the information from your own troubleshooting

- Screen capture
- Logs
- Symptoms and their frequency
- Quantify slowness
- Overview of your environment
- Software version
- Platform
- Software or Appliance?
- Is this enough? Is a remote session necessary?
  - WebEx will be suggested by the engineer

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Recovery and Backup

There to Help when disaster strikes

- Configuration backup – these are you configuration settings
- Event Archives – this is your data
- iPackager for reports

Customer Resources

Where to go for help

- Protect 7/24 – https://protect724.arcsight.com/
  - User forums
  - Product announcements & Alerts
- Logger Admin Guide
- Release Notes
- Logger Best Practices Guide

Example Cases

A Few Examples From the Field

Global Summary Persistence

Steps

- ilo
- Capture what you see on the screen?
- Gather the logs (there is a KB)
- Support provides solution

Server JVM Out of Memory

Steps

- Screen capture UI messages
- Check processes
- Which component is not running?
- Restart process
- Restart Logger
- Provide logs & screenshots to Support

Stopped Receiving Events

Steps

- Stop/start receiver process
- Is it enabled
- Is it completely stopped?
- Some sources and not others?
- What is the overall system load?

Questions

Thank you