



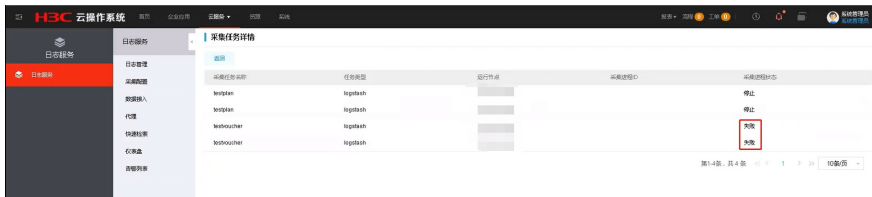
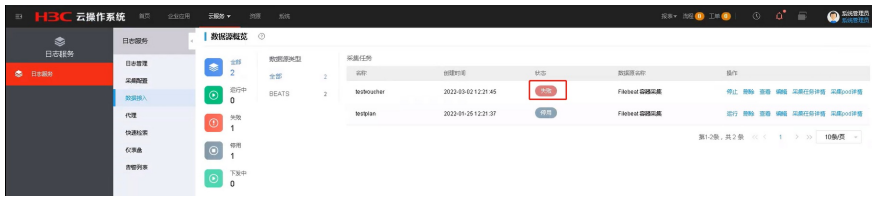
# CloudOS日志服务ELK组件采集任务状态为失败

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组网及说明

## 问题描述

CloudOS产品E5132p02版本，在使用日志服务启用数据采集任务时，采集任务显示状态为失败，采集任务详情显示采集进程失败。



## 过程分析

查看logstash日志类型的日志和agent日志，观察故障产生的原因。

登录采集进程失败的运行节点后台，查看任务类型logstash的日志logstash-plain.log，路径为/opt/itooAgent/workspace/logstash/logs，发现有Error: NETWORK\_EXCEPTION。

```
[root@yy-czt-psc02 ~]# cd /opt/itooAgent/workspace/logstash/logs
[root@yy-czt-psc02 logs]# tail -f logstash-plain
tail: cannot open 'logstash-plain' for reading: No such file or directory
tail: no files remaining
[root@yy-czt-psc02 logs]# tail -f logstash-plain.log
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Got error produce response with correlation id 5329252 on topic-partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-3, retrying (2147483646 attempts left). Error: NETWORK_EXCEPTION
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Received invalid metadata error in produce request on partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-3 due to org.apache.kafka.common.errors.NetworkException: The server disconnected before a response was received.. Going to request metadata update now
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Got error produce response with correlation id 5329252 on topic-partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-0, retrying (2147483646 attempts left). Error: NETWORK_EXCEPTION
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Received invalid metadata error in produce request on partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-0 due to org.apache.kafka.common.errors.NetworkException: The server disconnected before a response was received.. Going to request metadata update now
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Got error produce response with correlation id 5329253 on topic-partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-6, retrying (2147483646 attempts left). Error: NETWORK_EXCEPTION
[2022-03-02T10:24:49,025] [WARN] [org.apache.kafka.clients.producer.internals.Sender] [main] [Producer clientId=producer-1] Received invalid metadata error in produce request on partition beats_tmp_bb84fc24-9320-4a4e-ae8f-ec71dd31732-6 due to org.apache.kafka.common.errors.NetworkException: The server disconnected before a response was received.. Going to request metadata update now
```

重新执行采集任务，并查看agent日志，路径为/opt/itooAgent/logs，发现在执行采集过程中，日志中报错 java.io.IOException:The temporary location[临时路径] is not valid.日志显示该临时路径不可达。

```
[ERROR] 16:38:32.691 [http-nio-16553-exec-5] o.a.c.c.C.[.[.[dispatcherServlet] - Servlet.service() for servlet [dispatcherServlet] in context with path [/itooAgent] threw exception [Request processing failed; nested exception is org.springframework.web.multipart.MultipartException: Could not parse multipart servlet request; nested exception is java.io.IOException: The temporary upload location [/tmp/tomcat.9030755286930366370.16553/work/Tomcat/localhost/itooAgent] is not valid] with root cause
java.io.IOException: The temporary upload location [/tmp/tomcat.9030755286930366370.16553/work/Tomcat/localhost/itooAgent] is not valid
```

## 解决方法

手动创建agent日志中对应的临时路径，mkdir [日志中对应的临时路径]，再启动采集任务，观察日志logstash-plain.log，无报错；

```
[root@sys-czt-pscu02 itoaAgent]# mkdir /tmp/tomcat.9030755586930396370.16553/work/tomcat/localhost/ittoaAgent*  
[reverse-i-research] tail: ec logs -fn svcgw5cd4bf1:svcgw5cd4bf1:svcgw4eccfc30-kong-0a643f09-fb468d85e-mzzxx -c svcgw5cd4bf1:svcgw4eccfc30:ini.tkong  
--c1=222  
[root@sys-czt-pscu02 itoaAgent]# cd /opt/ittoaAgent/workspace/logstash/logs  
[root@sys-czt-pscu02 logs]# tail -f logstash-plain.log  
[2022-03-02T16:39:05.299] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Discovered group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null)  
[2022-03-02T16:39:06.361] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Discovered group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null)  
[2022-03-02T16:39:13.396] [WARN] [org.apache.kafka.clients.consumer.internals.ConsumerCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Offset commit failed on partition beats_tmp_068ccca9-adc7-403d-a4ae-b75a38a57c8-8 at offset 0: The request timed out.  
[2022-03-02T16:39:13.396] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null) is unavailable or invalid, will attempt rediscovery  
[2022-03-02T16:39:14.584] [WARN] [org.apache.kafka.clients.consumer.internals.ConsumerCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Offset commit failed on partition beats_tmp_068ccca9-adc7-403d-a4ae-b75a38a57c8-0 at offset 0: The request timed out.  
[2022-03-02T16:39:14.584] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-0, groupId=liou] Group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null) is unavailable or invalid, will attempt rediscovery  
[2022-03-02T16:39:14.586] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-0, groupId=liou] Discovered group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null)  
[2022-03-02T16:39:14.586] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-0, groupId=liou] Group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null) is unavailable or invalid, will attempt rediscovery  
[2022-03-02T16:39:14.703] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-1, groupId=liou] Discovered group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null)  
[2022-03-02T16:39:14.715] [INFO] [org.apache.kafka.clients.consumer.internals.AbstractCoordinator][main] [Consumer clientId=logstash-0, groupId=liou] Discovered group coordinator 10.100.62.178:6667 (id: 2147482645 rack: null)
```

观察agent日志，任务下发正常，无报错。

```
[INFO] 16:37:57.007 [http-nio-16553-exec-6] com.h3c.server.TaskControlServiceImpl - 获取任务  
[INFO] 16:37:57.020 [http-nio-16553-exec-1] com.h3c.server.TaskControlServiceImpl - 获取任务  
[INFO] 16:37:59.066 [http-nio-16553-exec-6] com.h3c.server.TaskControlServiceImpl - 任务进程id为:104027  
[INFO] 16:37:59.125 [http-nio-16553-exec-1] com.h3c.server.TaskControlServiceImpl - 任务进程id为:104047  
[INFO] 16:38:00.003 [http-nio-16553-exec-8] com.h3c.aop.ControllerAOP - GET请求 /ittoaAgent/agent/state 接口  
[INFO] 16:38:00.066 [http-nio-16553-exec-9] com.h3c.aop.ControllerAOP - GET请求 /ittoaAgent/agent/info 接口  
[INFO] 16:38:00.447 [http-nio-16553-exec-4] com.h3c.aop.ControllerAOP - POST请求 /ittoaAgent/taskControl/getAgentStreamTaskStatus, 参数为: {"params":{"taskManagerId":"4d2fc001-5661-48ec-a7d9-7402a674d412"}}  
[INFO] 16:38:01.100 [pool-1-thread-1] com.h3c.server.TaskControlServiceImpl - 获取任务  
[INFO] 16:38:01.100 [pool-1-thread-1] com.h3c.controller.ScheduleJob - 任务: 4d2fc001-5661-48ec-a7d9-7402a674d412, 当前运行状态: {"pid":"104027","status":"success"}  
[INFO] 16:38:01.722 [http-nio-16553-exec-4] com.h3c.server.TaskControlServiceImpl - 获取任务  
[INFO] 16:38:01.722 [http-nio-16553-exec-4] com.h3c.server.TaskControlServiceImpl - {"pid":"104027","status":"success"}  
[INFO] 16:38:01.727 [http-nio-16553-exec-5] com.h3c.aop.ControllerAOP - POST请求 /ittoaAgent/taskControl/getAgentStreamTaskStatus, 参数为: {"params":{"taskManagerId":"656f2f1e-2a66-4564-852e-f7ba5addaac0"}}  
[INFO] 16:38:02.177 [pool-1-thread-1] com.h3c.server.TaskControlServiceImpl - 获取任务  
[INFO] 16:38:02.177 [pool-1-thread-1] com.h3c.controller.ScheduleJob - 任务: 656f2f1e-2a66-4564-852e-f7ba5addaac0, 当前运行状态: {"pid":"104047","status":"success"}  
[INFO] 16:38:02.177 [pool-1-thread-1] com.h3c.controller.ScheduleJob - 任务: 656f2f1e-2a66-4564-852e-f7ba5addaac0, 当前运行状态: {"pid":"104047","status":"success"}
```

前台观察日志采集结果，返回正常。

