

# Support and Troubleshooting

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# Support

What's supported and how to get in touch!

## Getting in touch

Need some help? Simply log in to your [EMS Control Panel](#) with the EMS Account associated with your Element Server Suite Enterprise subscription.

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Help & Support

You'll be presented with a contact form:

## Help & Support

Please let us know if you are having problems or if there is anything that we can do to help.

Enter your question here, and we will get back to you as soon as possible.

Your support question

Subject

Minimum 50 characters

Submit

Please provide as many details as you can, once submitted, you should receive a confirmation email which you can reply to with any additional information.

# Service Level Agreements (SLA)

This document summarises the SLAs for our price plans and establishes a baseline for our services. For information on our price plans visit: <https://element.io/pricing>

## SLA response times

All price plans include unlimited support requests, and all requests are initiated by email or web form.

|                | Enterprise | Sovereign |
|----------------|------------|-----------|
| Level 1 Urgent | 4 hours    | 2 hours   |
| Level 2 High   | 8 hours    | 4 hours   |

|                |        |        |
|----------------|--------|--------|
| Level 3 Medium | 1 day  | 1 day  |
| Level 4 Low    | 2 days | 2 days |

Business Enterprise Sovereign Level 1 (Urgent) 1 day 4 hours 2 hours Level 2 (High) 1 day 8 hours 4 hours Level 3 (Medium) 2 days 1 day 1 day Level 4 (Low) 3 days 2 days 2 days

**Coverage:** 9am - 6pm GMT / BST ( UTC / UTC+1 ) excluding weekends and UK public holidays

## Scope of support

### Includes

- Configuring and operating the Installer including debugging issues
- Synapse Usage/Configuration/Prioritised Bug Fixes
- Element Web Usage/Configuration/Prioritised Bug Fixes
- MicroK8s (when deployed using our installation process)
- Delegated Auth (e.g. SAML/LDAP)
- Group Sync (LDAP, AD Graph API, SCIM supported)
- Integration with GitHub/GitLab/VoIP/webhooks/Jira/Bridges to TG, WA and IRC
- Adminbot and Auditbot

### Excludes

- Infrastructure assistance
- Multi-node/Full Kubernetes management
- Operating System support
- PostgreSQL database support (when not installed by our installer in a standalone)
- MicroK8s deployment
- Troubleshooting Jitsi

### Important information

- Pre-existing Kubernetes environments must deploy a self-managed PostgreSQL separately
- Components and integrations (e.g. Group Sync) must be installed via our provided methods
- Backup and underlying storage services are to be provided by the customer

# Troubleshooting

## Introduction to Troubleshooting

Troubleshooting the Element Installer comes down to knowing a little bit about kubernetes and how to check the status of the various resources. This guide will walk you through some of the initial steps that you'll want to take when things are going wrong.

## Known issues

### Installer fails and asks you to start firewalld

The current installer will check if you have firewalld installed on your system. It does expect to find firewalld started as a systemd service if it is installed. If it is not started, the installer will terminate with a failure that asks you to start it. We noticed some Linux distributions like SLES15P4, RHEL8 and AlmaLinux8 that have firewalld installed as a default package but not enabled, or started.

If you hit this issue, you don't need to enable and start firewalld. The workaround is to uninstall firewalld, if you are not planning on using it.

On SLES

```
zypper remove firewalld -y
```

On RHEL8

```
dnf remove firewalld -y
```

### Airgapped installation does not start

If you are using `element-enterprise-graphical-installer-2023-03.02-gui.bin` and `element-enterprise-installer-airgapped-2023-03.02-gui.tar.gz`. You might run into an error looking like this:

```
Looking in links: ./airgapped/pip
```

```
WARNING: Url './airgapped/pip' is ignored. It is either a non-existing path or lacks a specific scheme.
```

```
ERROR: Could not find a version that satisfies the requirement wheel (from versions: none)
```

```
ERROR: No matching distribution found for wheel
```

The workaround for it is to copy the pip folder from the airgapped directory to `~/element-enterprise-server/installer/airgapped/pip`

## Wiping all user data and start fresh with an existing config

On a standalone deployment you can wipe and start fresh by running:

```
sudo snap remove microk8s --purge && sudo rm -rf /data && sudo reboot
```

then run `./<element-installer>.bin unattended` (this will require passwordless sudo to run noninteractively)

## Failure downloading https://..., An unknown error occurred: "CustomHTTPSConnection" object has no attribute "cert\_file"

Make sure you are using a supported operating system version. See <https://ems-docs.element.io/books/element-on-premise-documentation-lts-2404/page/requirements-and-recommendations> for more details.

## install.sh problems

Sometimes there will be problems when running the ansible-playbook portion of the installer. When this happens, you can increase the verbosity of ansible logging by editing `.ansible.rc` in the installer directory and setting:

```
export ANSIBLE_DEBUG=true
export ANSIBLE_VERBOSITY=4
```

and re-running the installer. This will generate quite verbose output, but that typically will help pinpoint what the actual problem with the installer is.

# Problems post-installation

## Checking Pod Status and Getting Logs

- In general, a well-functioning Element stack has at it's minimum the following containers (or pods in kubernetes language) running:

```
[user@element2 ~]$ kubectl get pods -n element-onprem
kubectl get pods -n element-onprem
```

| NAME   | READY | STATUS  | RESTARTS | AGE   |
|--|-------|---------|----------|-------|
| first-element-deployment-element-web-6cc66f48c5-lvd7w      | 1/1   | Running | 0        | 4d20h |
| first-element-deployment-element-call-c9975d55b-dzjw2      | 1/1   | Running | 0        | 4d20h |
| integrator-postgres-0                                      | 3/3   | Running | 0        | 4d20h |
| synapse-postgres-0   | 3/3   | Running | 0        | 4d20h |
| first-element-deployment-integrator-59bcfc67c5-jkbn6       | 3/3   | Running | 0        | 4d20h |
| adminbot-admin-app-element-web-c9d456769-rpk9l             | 1/1   | Running | 0        | 4d20h |
| auditbot-admin-app-element-web-5859f54b4f-8lbng            | 1/1   | Running | 0        | 4d20h |
| first-element-deployment-synapse-redis-68f7bfbd-c-wht9m    | 1/1   | Running | 0        | 4d20h |
| first-element-deployment-synapse-haproxy-7f66f5fdf5-8sfkf  | 1/1   | Running | 0        | 4d20h |
| adminbot-pipe-0  | 1/1   | Running | 0        | 4d20h |
| auditbot-pipe-0  | 1/1   | Running | 0        | 4d20h |
| first-element-deployment-synapse-admin-ui-564bb5bb9f-87zb4 | 1/1   | Running | 0        | 4d20h |
| first-element-deployment-groupsync-0                       | 1/1   | Running | 0        | 20h   |
| first-element-deployment-well-known-64d4cfd45f-l9kkr       | 1/1   | Running | 0        | 20h   |
| first-element-deployment-synapse-main-0                    | 1/1   | Running | 0        | 20h   |
| first-element-deployment-synapse-appservice-0              | 1/1   | Running | 0        | 20h   |

The above `kubectl get pods -n element-onprem` is the first place to start. You'll notice in the above, all of the pods are in the `Running` status and this indicates that all should be well. If the state is anything other than "Running" or "Creating", then you'll want to grab logs for those pods. To grab the logs for a pod, run:

```
kubectl logs -n element-onprem <pod name>
```

replacing `<pod name>` with the actual pod name. If we wanted to get the logs from synapse, the specific syntax would be:

```
kubectl logs -n element-onprem first-element-deployment-synapse-main-0
```

and this would generate logs similar to:

```
2022-05-03 17:46:33,333 - synapse.util.caches.lrucache - 154 - INFO - LruCache._expire_old_entries-2887 -
Dropped 0 items from caches
2022-05-03 17:46:33,375 - synapse.storage.databases.main.metrics - 471 - INFO - generate_user_daily_visits-
289 - Calling _generate_user_daily_visits
2022-05-03 17:46:58,424 - synapse.metrics._gc - 118 - INFO - sentinel - Collecting gc 1
2022-05-03 17:47:03,334 - synapse.util.caches.lrucache - 154 - INFO - LruCache._expire_old_entries-2888 -
Dropped 0 items from caches
2022-05-03 17:47:33,333 - synapse.util.caches.lrucache - 154 - INFO - LruCache._expire_old_entries-2889 -
Dropped 0 items from caches
2022-05-03 17:48:03,333 - synapse.util.caches.lrucache - 154 - INFO - LruCache._expire_old_entries-2890 -
Dropped 0 items from caches
```

- Again, for every pod not in the `Running` or `Creating` status, you'll want to use the above procedure to get the logs for Element to look at.
- If you don't have any pods in the `element-onprem` namespace as indicated by running the above command, then you should run:

```
[user@element2 ~]$ kubectl get pods -A
```

| NAMESPACE          | NAME                                       | READY | STATUS  | RESTARTS | AGE |
|--------------------|--|-------|---------|----------|-----|
| kube-system        | calico-node-2lznr                          | 1/1   | Running | 0        | 8d  |
| kube-system        | calico-kube-controllers-c548999db-s5cjm    | 1/1   | Running | 0        | 8d  |
| kube-system        | coredns-5dbccd956f-glc8f                   | 1/1   | Running | 0        | 8d  |
| kube-system        | dashboard-metrics-scraper-6b6f796c8d-8x6p4 | 1/1   | Running | 0        | 8d  |
| ingress            | nginx-ingress-microk8s-controller-w8lcn    | 1/1   | Running | 0        | 8d  |
| cert-manager       | cert-manager-cainjector-6586bddc69-9xwkj   | 1/1   | Running | 0        | 8d  |
| kube-system        | hostpath-provisioner-78cb89d65b-djfq5      | 1/1   | Running | 0        | 8d  |
| kube-system        | kubernetes-dashboard-765646474b-5lhxp      | 1/1   | Running | 0        | 8d  |
| cert-manager       | cert-manager-5bb9dd7d5d-cg9h8              | 1/1   | Running | 0        | 8d  |
| container-registry | registry-f69889b8c-zkhm5                   | 1/1   | Running | 0        | 8d  |
| cert-manager       | cert-manager-webhook-6fc8f4666b-9tmjb      | 1/1   | Running | 0        | 8d  |



|                 |   |     |         |   |     |
|-----------------|---|-----|---------|---|-----|
| kube-system     | metrics-server-5f8f64cb86-f876p               | 1/1 | Running | 0 | 8d  |
| jitsi           | sysctl-jvb-vs9mn                              | 1/1 | Running | 0 | 8d  |
| jitsi           | shard-0-jicofo-7c5cd9fff5-qrzmk               | 1/1 | Running | 0 | 8d  |
| jitsi           | shard-0-web-fdd565cd6-v49ps                   | 1/1 | Running | 0 | 8d  |
| jitsi           | shard-0-web-fdd565cd6-wmzpb                   | 1/1 | Running | 0 | 8d  |
| jitsi           | shard-0-prosody-6d466f5bcb-5qsbb              | 1/1 | Running | 0 | 8d  |
| jitsi           | shard-0-jvb-0                                 | 1/2 | Running | 0 | 8d  |
| operator-onprem | element-operator-controller-manager-...       | 2/2 | Running | 0 | 4d  |
| updater-onprem  | element-updater-controller-manager-...        | 2/2 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-element-web-...      | 1/1 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-element-call-...     | 1/1 | Running | 0 | 4d  |
| element-onprem  | integrator-postgres-0                         | 3/3 | Running | 0 | 4d  |
| element-onprem  | synapse-postgres-0                            | 3/3 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-integrator-...       | 3/3 | Running | 0 | 4d  |
| element-onprem  | adminbot-admin-app-element-web-...            | 1/1 | Running | 0 | 4d  |
| element-onprem  | auditbot-admin-app-element-web-...            | 1/1 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-synapse-redis-...    | 1/1 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-synapse-haproxy-..   | 1/1 | Running | 0 | 4d  |
| element-onprem  | adminbot-pipe-0                               | 1/1 | Running | 0 | 4d  |
| element-onprem  | auditbot-pipe-0                               | 1/1 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-synapse-admin-ui-    | 1/1 | Running | 0 | 4d  |
| element-onprem  | first-element-deployment-groupsync-0          | 1/1 | Running | 0 | 20h |
| element-onprem  | first-element-deployment-well-known-...       | 1/1 | Running | 0 | 20h |
| element-onprem  | first-element-deployment-synapse-main-0       | 1/1 | Running | 0 | 20h |
| element-onprem  | first-element-deployment-synapse-appservice-0 | 1/1 | Running | 0 | 20h |

- This is the output from a healthy system, but if you have any of these pods not in the `Running` or `Creating` state, then please gather logs using the following syntax:

```
kubectl logs -n <namespace> <pod name>
```

- So to gather logs for the kubernetes ingress, you would run:

```
kubectl logs -n ingress nginx-ingress-microk8s-controller-w8lcn
```

and you would see logs similar to:

```
I0502 14:15:08.467258    6 leaderelection.go:248] attempting to acquire leader lease ingress/ingress-
controller-leader...
I0502 14:15:08.467587    6 controller.go:155] "Configuration changes detected, backend reload required"
I0502 14:15:08.481539    6 leaderelection.go:258] successfully acquired lease ingress/ingress-controller-leader
```

```
I0502 14:15:08.481656    6 status.go:84] "New leader elected" identity="nginx-ingress-microk8s-controller-n6wmk"
I0502 14:15:08.515623    6 controller.go:172] "Backend successfully reloaded"
I0502 14:15:08.515681    6 controller.go:183] "Initial sync, sleeping for 1 second"
I0502 14:15:08.515705    6 event.go:282] Event(v1.ObjectReference{Kind:"Pod", Namespace:"ingress", Name:"nginx-ingress-microk8s-controller-n6wmk", UID:"548d9478-094e-4a19-ba61-284b60152b85", APIVersion:"v1", ResourceVersion:"524688", FieldPath:""}): type: 'Normal' reason: 'RELOAD' NGINX reload triggered due to a change in configuration
```

Again, for all pods not in the `Running` or `Creating` state, please use the above method to get log data to send to Element.

## Default administrator

The installer creates a default administrator `onprem-admin-donotdelete`. The Synapse admin user password is defined under the synapse section in the installer.

## Error: UPGRADE FAILED: another operation (install/upgrade/rollback) is in progress

Delete the updater namespace and Deploy again.

```
kubectl delete namespaces updater-onprem
```

## microk8s takes a logn time to become ready after system boot

See <https://ems-docs.element.io/link/109#bkmrk-kernel-modules>

# Node-based pods failing name resolution

```
05:03:45:601 ERROR [Pipeline] Unable to verify identity configuration for bot-auditbot: Unknown errcode
Unknown error
05:03:45:601 ERROR [Pipeline] Unable to verify identity. Stopping
matrix-pipe encountered an error and has stopped Error: getaddrinfo EAI_AGAIN synapse.prod.ourdomain
  at GetAddrInfoReqWrap.onlookup [as oncomplete] (node:dns:84:26) {
  errno: -3001,
  code: 'EAI_AGAIN',
  syscall: 'getaddrinfo',
  hostname: 'synapse.prod.ourdomain'
}
```

To see what Hosts are set, try:

```
kubectl exec -it -n element-onprem <pod name> getent hosts
```

So to do this on the adminbot-pipe-0 pod, it would look like:

```
kubectl exec -it -n element-onprem adminbot-pipe-0 getent hosts
```

and return output similar to:

```
127.0.0.1    localhost
127.0.0.1    localhost ip6-localhost ip6-loopback
10.1.241.27  adminbot-pipe-0
192.168.122.5  ems.onprem element.ems.onprem hs.ems.onprem adminbot.ems.onprem auditbot.ems.onprem
integrator.ems.onprem hookshot.ems.onprem admin.ems.onprem eleweb.ems.onprem
```

# Node-based pods failing SSL

```
2023-02-06 15:42:04 ERROR: IrcBridge Failed to fetch roomlist from joined rooms: Error: unable to verify the first
certificate. Retrying
MatrixHttpClient (REQ-13) Error: unable to verify the first certificate
at TLSSocket.onConnectSecure (_tls_wrap.js:1515:34)
at TLSSocket.emit (events.js:400:28)
at TLSSocket.emit (domain.js:475:12)
```

```
at TLSSocket. finishInit (_tls_wrap.js:937:8),
at TLSWrap.ssl.onhandshakedone (_tls_wrap.js:709:12) {
  code: 'UNABLE TO VERIFY LEAF SIGNATURE'
}
```

Drop into a shell on the pod

```
kubectl exec -it -n element-onprem adminbot-pipe-0 -- /bin/sh
```

Check it's ability to send a request to the Synapse server

```
node

require("http")
request(https://synapse.server/)
```

## Postgres Corrupted `pg_statistic`

Get the Postgres image used:

```
kubectl get pod synapse-postgres-0 -n element-onprem -o jsonpath='{.spec.containers[0].image}'
```

Scale down the Postgres container:

```
kubectl scale statefulset synapse-postgres --replicas=0 -n element-onprem
```

Create the recovery pod (replacing with the Postgres image retrieved above):

```
kubectl run pg-recovery --rm -it --restart=Never \
--
image=docker.io/library/postgres@sha256:13ae5ab08d8400b3002da7495978381b83ad094c24f54d7cd7ddebef
c5ac9e64 \
--namespace=element-onprem \
--overrides='{
  "spec": {
    "securityContext": {
      "runAsUser": 999,
      "runAsGroup": 999,
      "fsGroup": 999
    },
```

```

"containers": [{
  "name": "pg-recovery",
  "image":
"docker.io/library/postgres@sha256:13ae5ab08d8400b3002da7495978381b83ad094c24f54d7cd7ddebefc5ac9e
64",
  "securityContext": {
    "runAsUser": 999,
    "runAsGroup": 999,
    "allowPrivilegeEscalation": false
  },
  "command": ["postgres", "--single", "-D", "/var/lib/postgresql/data", "synapse"],
  "stdin": true,
  "tty": true,
  "volumeMounts": [{
    "name": "database",
    "mountPath": "/var/lib/postgresql/data"
  }]
}],
"volumes": [{
  "name": "database",
  "persistentVolumeClaim": {
    "claimName": "synapse-postgres"
  }
}]
}
}'

```

Once inside the recovery pod, run these individually, then CTRL-D to exit:

```

DELETE FROM pg_statistic;
ANALYZE;
VACUUM FULL pg_statistic;

```

The `ANALYZE` step ran continuously so I cancelled, leaving for completeness.

Scale back up the Postgres container:

```
kubectl scale statefulset synapse-postgres --replicas=1 -n element-onprem
```

Delete Synapse / any other stuck pods / those not working due to this issue (Sliding Sync Proxy, Admin/Audit Bot, Hookshot etc.)

# Reconciliation failing / Enable enhanced updater logging

If your reconciliation is failing, a good place to start is with the updater logs

```
kubectrl --namespace updater-onprem logs \  
  "$(kubectrl --namespace updater-onprem get pods --no-headers \  
    --output=custom-columns="NAME:.metadata.name" | grep controller)" \  
  --since 10m
```

If that doesn't have the answers you seek, for example

```
TASK [Build all components manifests] *****  
fatal: [localhost]: FAILED! => {"censored": "the output has been hidden due to  
the fact that 'no_log: true' was specified for this result"}
```

You can enable debug logging by editing the updater deployment

```
kubectrl --namespace updater-onprem edit \  
  deploy/element-updater-controller-manager
```

In this file, search for `env` and add the this variable to all occurrences

```
- name: DEBUG_MANIFESTS  
  value: "1"
```

Wait a bit for the updater to re-run and then fetch the updater logs again. Look for `fatal` or to get the stdout from Ansible, look for `Ansible Task StdOut`. See also [Unhealthy deployment](#) below.

## Click for a specific example

I had this "unknown playbook failure"

```

state: file
uid: 1001
META: role_complete for localhost

TASK [Ensure Matrix Authentication Service marker] *****
task path: /home/twilight/.element-enterprise-server/installer/ansible/install.yml:279
skipping: [localhost] => changed=false
  skip_reason: Conditional result was False
META: ran handlers
META: ran handlers

PLAY RECAP *****
localhost                : ok=201  changed=10  unreachable=0    failed=0    skipped=141  rescued=0
ignored=0

```

## Current Deployment Status

**Failure** unknown playbook failure

**Running**  Running reconciliation

**Reconciling**  Some Components are reconciling

Cancel

Start Deployment

The host path where to store the persistent volumes. They will be hosted as subfolders of

After enabling debug logging for the updater, I found this error telling me that my Telegram bridge is misconfigured

```

----- Ansible Task StdOut -----
TASK [Build all components manifests] *****
fatal: [localhost]: FAILED! => {"msg": "The task includes an option with an
undefined variable. The error was: 'dict object' has no attribute
'telegramApild'. 'dict object' has no attribute 'telegramApild'. 'dict object'
has no attribute 'telegramApild'. 'dict object' has no attribute
'telegramApild'. 'dict object' has no attribute 'telegramApild'. 'dict object'
has no attribute 'telegramApild'. 'dict object' has no attribute
'telegramApild'. 'dict object' has no attribute 'telegramApild'\n\nThe error
appears to be in '/element.io/roles/elementdeployment/tasks/prepare.yml': line
21, column 3, but may\nbe elsewhere in the file depending on the exact syntax
problem.\n\nThe offending line appears to be:\n\n- name: \"Build all
components manifests\"\n  ^ here\n"}

```

# Unhealthy deployment

```
kubectl get elementdeployment --all-namespaces --output yaml
```

In the status you will see which component is having an issue. You can then do

```
kubectl --namespace element-onprem get `<kind>`/'`<name>` --output yaml
```

And you would see the issue in the status.

## Other Commands of Interest

Some other commands that may yield some interesting data while troubleshooting are:

### Check list of active kubernetes events

```
kubectl get events -A
```

You will see a list of events or the message `No resources found`.

- Show the state of services in the `element-onprem` namespace:

```
kubectl get services -n element-onprem
```

This should return output similar to:

| NAME                           | TYPE      | CLUSTER-IP     | EXTERNAL-IP | PORT(S)                  | AGE   |
|--------------------------------|-----------|----------------|-------------|--------------------------|-------|
| postgres                       | ClusterIP | 10.152.183.47  | <none>      | 5432/TCP                 | 6d23h |
| app-element-web                | ClusterIP | 10.152.183.60  | <none>      | 80/TCP                   | 6d23h |
| server-well-known              | ClusterIP | 10.152.183.185 | <none>      | 80/TCP                   | 6d23h |
| instance-synapse-main-headless | ClusterIP | None           | <none>      | 80/TCP                   | 6d23h |
| instance-synapse-main-0        | ClusterIP | 10.152.183.105 | <none>      | 80/TCP,9093/TCP,9001/TCP | 6d23h |
| instance-synapse-haproxy       | ClusterIP | 10.152.183.78  | <none>      | 80/TCP                   | 6d23h |

## Connect to the Synapse Database



```
kubectl --namespace element-onprem exec --container postgres --stdin --tty synapse-postgres-0 -- bash
psql "dbname=$POSTGRES_DB user=$POSTGRES_USER password=$POSTGRES_PASSWORD"
```

The variables `POSTGRES_DB`, `POSTGRES_USER`, and `POSTGRES_PASSWORD` are already set on the postgres pod, so you do not need to know or find the values. Just paste the `psql` command as it is above and press enter.

## Excessive Synapse Database Space Usage

Connect to the Synapse database.

**SQL queries provided for reference only. Ensure you fully understand what they do before running and use at your own risk.**

### List tables ordered by size

```
SELECT
  schemaname AS table_schema,
  relname AS table_name,
  pg_size_pretty(pg_relation_size(relid)) AS data_size
FROM pg_catalog.pg_statio_user_tables
ORDER BY pg_relation_size(relid) DESC;
```

#### Example output

| table_schema | table_name                            | data_size |
|--------------|---------------------------------------|-----------|
| public       | event_json                            | 2090 MB   |
| public       | event_auth                            | 961 MB    |
| public       | events                                | 399 MB    |
| public       | current_state_delta_stream            | 341 MB    |
| public       | state_groups_state                    | 294 MB    |
| public       | room_memberships                      | 270 MB    |
| public       | cache_invalidation_stream_by_instance | 265 MB    |
| public       | stream_ordering_to_exterm             | 252 MB    |
| public       | state_events                          | 249 MB    |
| public       | event_edges                           | 208 MB    |

(10 rows)

### Count unique values in a table ordered by count

This example counts events per room from the `event_json` table (where all your messages etc. are stored). This may take a while to run and may use a lot of system resources.

```
SELECT
  room_id,
  COUNT(*) AS count
FROM event_json
GROUP BY room_id
ORDER BY count DESC
LIMIT 10;
```

### Example output

| room_id                         | count   |
|---------------------------------|---------|
| !GahmaiShiezefienae:example.com | 1382242 |
| !gutheetheixuFohmae:example.com | 1933    |
| !OhnuokaiCooieghoh:example.com  | 357     |
| !efaeMegazeeriteibo:example.com | 175     |
| !ohcahTueyaesiopohc:example.com | 93      |
| !ithaeTaiRaewieThoo:example.com | 43      |
| !PhohkuShuShahhieWa:example.com | 39      |
| !eghaiPhetahHohweku:example.com | 37      |
| !faiLeiZeefirierahn:example.com | 29      |
| !Eehahhaepahzooshah:example.com | 27      |

(10 rows)

In this instance something unusual might be going on in `!GahmaiShiezefienae:example.com` that warrants further investigation.

## Export logs from all Synapse pods to a file

This will export logs from the last 5 minutes.

```
for pod in $(kubectl --namespace element-onprem get pods --no-headers \
  --output=custom-columns="NAME:.metadata.name" | grep '\-synapse')
do
  echo "$pod" >> synapse.log
  kubectl --namespace element-onprem logs "$pod" --since 5m >> synapse.log
```

```
done
```

## Grep all configmaps

```
for configmap in $(kubectl --namespace element-onprem get configmaps --no-headers --output=custom-
columns="NAME:.metadata.name"); do
    kubectl --namespace element-onprem describe configmaps "$configmap" \
    | grep --extended-regex '(host|password)'
done
```

## List Synapse pods, sorted by pod age/creation time

```
kubectl --namespace element-onprem get pods --sort-by 'metadata.creationTimestamp' | grep --extended-regex
'(NAME|-synapse)'
```

## Matrix Authentication Service admin

If your server use [Matrix Authentication Service](#) (MAS), you might occasionally need to interact with this directly. This can be done either using the [MAS Admin API](#) or using `mas-cli`.

Here is an one-liner for connectign to `mas-cli`:

```
kubectl --namespace element-onprem exec --stdin --tty \
    "$(kubectl --namespace element-onprem get pods \
        --output=custom-columns='NAME:.metadata.name' \
        | grep first-element-deployment-matrix-authentication-service)" \
    -- mas-cli help
```

Alternately, to make it easier, you can create an alias:

```
alias mas-cli='kubectl --namespace element-onprem exec --stdin --tty \
    "$(kubectl --namespace element-onprem get pods \
        --output=custom-columns="NAME:.metadata.name" \
        | grep first-element-deployment-matrix-authentication-service)" \
    -- mas-cli '
```

# Redeploy the micro8ks setup

It is possible to redeploy microk8s by running the following command as root:

```
snap remove microk8s
```

This command does remove all microk8s pods and related microk8s storage volumes. **Once this command has been run, you need to reboot your server** - otherwise you may have networking issues. Add `--purge` flag to remove the data if disk usage is a concern.

After the reboot, you can re-run the installer and have it re-deploy microk8s and Element Enterprise On-Premise for you.

## Show all persistent volumes and persistent volume claims for the `element-onprem` namespace

```
kubect! get pv -n element-onprem
```

This will give you output similar to:

| NAME                                     | CAPACITY          | ACCESS MODES | RECLAIM POLICY | STATUS                       |
|--|-------------------|--------------|----------------|------------------------------|
| CLAIM                                    | STORAGECLASS      | REASON       | AGE            |                              |
| pvc-fc3459f0-eb62-4afa-94ce-7b8f8105c6d1 | 20Gi              | RWX          | Delete         | Bound                        |
| registry/registry-claim                  | microk8s-hostpath | 8d           |                | container-                   |
| integrator-postgres                      | 5Gi               | RWO          | Recycle        | Bound                        |
| postgres                                 | microk8s-hostpath | 8d           |                | element-onprem/integrator-   |
| synapse-postgres                         | 5Gi               | RWO          | Recycle        | Bound                        |
| postgres                                 | microk8s-hostpath | 8d           |                | element-onprem/synapse-      |
| hostpath-synapse-media                   | 50Gi              | RWO          | Recycle        | Bound                        |
| element-deployment-synapse-media         | microk8s-hostpath | 8d           |                | element-onprem/first-        |
| adminbot-bot-data                        | 10M               | RWO          | Recycle        | Bound                        |
| data                                     | microk8s-hostpath | 8d           |                | element-onprem/adminbot-bot- |
| auditbot-bot-data                        | 10M               | RWO          | Recycle        | Bound                        |
| data                                     | microk8s-hostpath | 8d           |                | element-onprem/auditbot-bot- |

## Show deployments in the `element-onprem` namespace

```
kubect! get deploy -n element-onprem
```

This will return output similar to:

| NAME                     | READY | UP-TO-DATE | AVAILABLE | AGE   |
|--------------------------|-------|------------|-----------|-------|
| app-element-web          | 1/1   | 1          | 1         | 6d23h |
| server-well-known        | 1/1   | 1          | 1         | 6d23h |
| instance-synapse-haproxy | 1/1   | 1          | 1         | 6d23h |

## Show hostname to IP mappings from within a pod

Run:

```
kubectl exec -n element-onprem <pod_name> -- getent hosts
```

and you will see output similar to:

```
127.0.0.1    localhost
127.0.0.1    localhost ip6-localhost ip6-loopback
10.1.241.30  instance-hookshot-0.instance-hookshot.element-onprem.svc.cluster.local instance-hookshot-0
192.168.122.5  ems.onprem element.ems.onprem hs.ems.onprem adminbot.ems.onprem auditbot.ems.onprem
integrator.ems.onprem hookshot.ems.onprem admin.ems.onprem eleweb.ems.onprem
```

This will help you troubleshoot host resolution.

## Show the Element Web configuration

```
kubectl describe cm -n element-onprem app-element-web
```

and this will return output similar to:

```
config.json:
----
{
  "default_server_config": {
    "m.homeserver": {
      "base_url": "https://synapse2.local",
      "server_name": "local"
    }
  },
  "dummy_end": "placeholder",
  "integrations_jitsi_widget_url": "https://dimension.element2.local/widgets/jitsi",
```

```
"integrations_rest_url": "https://dimension.element2.local/api/v1/scalar",
"integrations_ui_url": "https://dimension.element2.local/element",
"integrations_widgets_urls": [
  "https://dimension.element2.local/widgets"
]
}
```

## Show the nginx configuration for Element Web: (If using nginx as your ingress controller in production or using thPoC installer.)

```
kubectl describe cm -n element-onprem app-element-web-nginx
```

and this will return output similar to:

```
server {
    listen      8080;

    add_header X-Frame-Options SAMEORIGIN;
    add_header X-Content-Type-Options nosniff;
    add_header X-XSS-Protection "1; mode=block";
    add_header Content-Security-Policy "frame-ancestors 'self'";
    add_header X-Robots-Tag "noindex, nofollow, noarchive, noimageindex";

    location / {
        root    /usr/share/nginx/html;
        index   index.html index.htm;

        charset utf-8;
    }
}
```

## Show the status of all namespaces

```
kubectl get namespaces
```

which will return output similar to:

| NAME               | STATUS | AGE   |
|--------------------|--------|-------|
| kube-system        | Active | 20d   |
| kube-public        | Active | 20d   |
| kube-node-lease    | Active | 20d   |
| default            | Active | 20d   |
| ingress            | Active | 6d23h |
| container-registry | Active | 6d23h |
| operator-onprem    | Active | 6d23h |
| element-onprem     | Active | 6d23h |

## Show the status of the stateful sets in the `element-onprem` namespace

```
kubectl get sts -n element-onprem
```

This should return output similar to:

| NAME                  | READY | AGE   |
|-----------------------|-------|-------|
| postgres              | 1/1   | 6d23h |
| instance-synapse-main | 1/1   | 6d23h |

## Show the Synapse configuration

### Click to see commands for installers prior to version 2023-05.05

For installers prior to 2022-05.06, use:

```
kubectl describe cm -n element-onprem first-element-deployment-synapse-shared
```

For the 2022-05.06 installer and later, use:

```
kubectl -n element-onprem get secret synapse-secrets -o yaml 2>&1 | grep shared.yaml | awk -F 'shared.yaml: ' '{print $2}' - | base64 -d
```

For the 2023-05.05 installer and later, use:

```
kubectl --namespace element-onprem get \
secrets first-element-deployment-synapse-main \
```

```
--output jsonpath='{.data.instance_template\.yaml}' \  
| base64 --decode
```

Note there are separate config secrets for writers. Use `kubectrl --namespace element-onprem get secrets` to get a list, then modify the command as needed.

## Verify DNS names and IPs in certificates

In the `certs` directory under the configuration directory, run:

```
for i in $(ls *cert); do echo $i && openssl x509 -in $i -noout -text | grep DNS; done
```

This will give you output similar to:

```
local.crt  
    DNS:local, IP Address:192.168.122.118, IP Address:127.0.0.1  
synapse2.local.crt  
    DNS:synapse2.local, IP Address:192.168.122.118, IP Address:127.0.0.1
```

and this will allow you to verify that you have the right host names and IP addresses in your certificates.

## View the MAU Settings in Synapse

```
kubectrl get -n element-onprem secrets/synapse-secrets -o yaml | grep -i shared.yaml -m 1 | awk -F ':{print  
$2}' - | base64 -d
```

which will return output similar to:

```
# Local custom settings  
mau_stats_only: true  
  
limit_usage_by_mau: False  
max_mau_value: 1000  
mau_trial_days: 2  
  
mau_appservice_trial_days:  
  chatterbox: 0
```



enable\_registration\_token\_3pid\_bypass: true

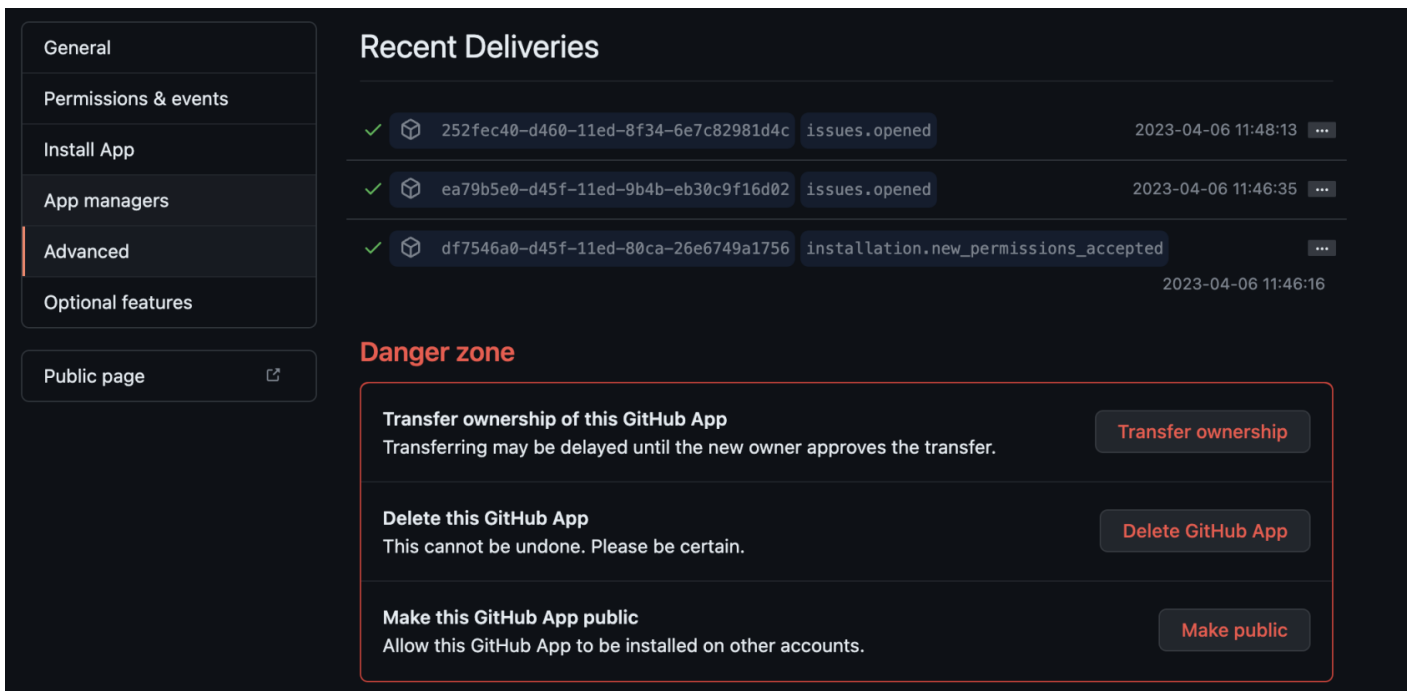
# Integration issues

## GitHub not sending events

You can trace webhook calls from your GitHub application under [Settings](#) / [developer settings](#) / [GitHub Apps](#)

Select your GitHub App

Click on [Advanced](#) and you should see queries issues by your app under [Recent Deliveries](#)



The screenshot shows the GitHub App settings interface. On the left is a sidebar with navigation links: General, Permissions & events, Install App, App managers, Advanced (highlighted), Optional features, and Public page. The main content area is titled 'Recent Deliveries' and displays a list of three events, each with a green checkmark, a GitHub icon, a hexagonal ID, an event name, and a timestamp. Below this is a 'Danger zone' section with three actions: 'Transfer ownership of this GitHub App', 'Delete this GitHub App', and 'Make this GitHub App public', each with a corresponding button.

| Event  | Timestamp           |
|--|---------------------|
| 252fec40-d460-11ed-8f34-6e7c82981d4c issues.opened                         | 2023-04-06 11:48:13 |
| ea79b5e0-d45f-11ed-9b4b-eb30c9f16d02 issues.opened                         | 2023-04-06 11:46:35 |
| df7546a0-d45f-11ed-80ca-26e6749a1756 installation.new_permissions_accepted | 2023-04-06 11:46:16 |

**Danger zone**

- Transfer ownership of this GitHub App**  
Transferring may be delayed until the new owner approves the transfer. [Transfer ownership](#)
- Delete this GitHub App**  
This cannot be undone. Please be certain. [Delete GitHub App](#)
- Make this GitHub App public**  
Allow this GitHub App to be installed on other accounts. [Make public](#)

## Updater and Operator in ImagePullBackOff state

Check EMS Image Store Username and Token

Check to see if you can pull the Docker image:

```
kubect! get pods -l app.kubernetes.io/instance=element-operator-controller-manager -n operator-onprem -o yaml |  
grep 'image:'
```

grab the entry like `image: gitlab-registry.matrix.org/ems-image-store/standard/kubernetes-operator@sha256:305c7ae51e3b3bfbeff8abf2454b47f86d676fa573ec13b45f8fa567dc02fcd1`

Should look like

```
microk8s.ctr image pull gitlab-registry.matrix.org/ems-image-store/standard/kubernetes-  
operator@sha256:305c7ae51e3b3bfbeff8abf2454b47f86d676fa573ec13b45f8fa567dc02fcd1 -u <EMS Image Store  
username>:<EMS Image Store token>
```