

What data should I collect when I have an issue?

Issue

- I'm having an issue with Element's on premise server suite and need to know what data to collect to share with Element.

Environment

- Element Server Suite (ESS) On-Premise

Resolution

The following data is helpful to collect for Element:

For issues perceived to be with the installer, please run:

```
kubectl logs -n operator-onprem $(kubectl get pods -n operator-onprem | grep -i running | awk '{print $1}') >
~/operator-$(hostname).log
kubectl logs -n updater-onprem $(kubectl get pods -n updater-onprem | grep -i running | awk '{print $1}') >
~/updater-$(hostname).log
tar cvjf element-installer-config-logs-$(hostname).tar.bz2 ~/.element-enterprise-server/config ~/.element-
enterprise-server/logs ~/operator-$(hostname).log ~/updater-$(hostname).log
```

and send `element-installer-config-logs-your.hostname.com.tar.bz2` to Element. Replace `your.hostname.com` with the hostname of your server to find the file.

For issues perceived to be with microk8s in single node environments, please run:

```
microk8s.inspect
```

This command will build a tarball of microk8s related data and tell you at the end where that tarball is located:

Building the report tarball

Report tarball is at /var/snap/microk8s/4950/inspection-report-20230419_074048.tar.gz

Please send that specific tarball to Element for analysis.

Revision #5

Created 19 April 2023 11:38:32 by Karl Abbott

Updated 6 November 2024 12:49:43 by Kieran Mitchell Lane