

# Troubleshooting When LiveNX Web UI Is Down

## QUICK GUIDE

ver. 24.3.0a

## Troubleshooting When LiveNX Web UI is Down

Here are the troubleshooting steps to follow when the LiveNX Web UI is down.

1. Need to check the reachability to the LiveNX server using the ping command. If we have connectivity to the LiveNX server, then follow the next steps.
2. Need to check if we have access to the LiveAdmin via <https://LiveNXserverIP:8443>. If yes, need to check if all the required services are running.

The screenshot displays the LiveAdmin web interface. On the left is a navigation menu with options: DASHBOARD, AUTHENTICATION, LIVENX, MONITOR, NETWORK, SUPPORT, REMOTE SYSLOG, TIME, TLS, and UPDATE. The main content area is divided into two panels. The left panel shows network configuration for 'Interface eth0' with the following details:

Property	Value
Mode	Static
Hostname	livenx-alan-server
IP address	10.4.246.170
Netmask	255.255.255.0
Gateway	10.4.246.1
DNS Servers	8.8.8.8 8.8.4.4

The right panel, titled 'Refresh', shows a table of running services with their CPU and memory usage, PID, and control buttons (start, stop, refresh):

Service	CPU	Memory	PID	Commands
influxdb	0.3 %	5.4 %	1364	[Start] [Stop] [Refresh]
livenx-cm	0.0 %	0.0 %	1461	[Start] [Stop] [Refresh]
livenx-server	2.0 %	57.7 %	3992104	[Start] [Stop] [Refresh]
livenx-web	0.3 %	0.6 %	2687	[Start] [Stop] [Refresh]
mongodb	1.2 %	0.5 %	1705	[Start] [Stop] [Refresh]
ntp	0.0 %	0.0 %	1490	[Start] [Stop] [Refresh]
samplicator@anyconnect	NA	NA	NA	[Start] [Stop] [Refresh]
samplicator@netflow	NA	NA	NA	[Start] [Stop] [Refresh]
samplicator@sflow	NA	NA	NA	[Start] [Stop] [Refresh]
snmpd	NA	NA	NA	[Start] [Stop] [Refresh]
ssh	0.0 %	0.0 %	1511	[Start] [Stop] [Refresh]

3. We can get the logs from the LiveAdmin by navigating to *Support > Generate Support*.
4. If the LiveAdmin UI is down, then we need to check if we can SSH into the LiveNX server. If yes, then we need to check the status of the LiveNX server using the command `sudo systemctl status livenx-server` and `sudo systemctl status livenx-web`. The status should be active (example screenshot below).

```

admin@livenx-alan-server:/data/livenx-server/data/logs sudo systemctl status livenx-server
● livenx-server.service - LiveNX server component
   Loaded: loaded (/lib/systemd/system/livenx-server.service; enabled; vendor preset: enabled)
   Drop-In: /usr/lib/systemd/system/livenx-server.service.d
            └─override.conf
   Active: active (running) since Wed 2024-07-10 10:34:25 UTC; 15h ago
   Process: 3992078 ExecStartPre=/bin/mkdir -p ${LIVENX_DATA}/heaps ${LIVENX_DATA}/gclogs ${LIVENX_SHARED} (code=exited, status=0/SUCCESS)
   Process: 3992087 ExecStartPre=/bin/chown -R livenx:livenx ${LIVENX_DATA} ${LIVENX_SHARED} ${LIVENX_CONFIG} (code=exited, status=0/SUCCESS)
   Process: 3992088 ExecStartPre=/bin/mkdir -p /var/log/livenx (code=exited, status=0/SUCCESS)
   Process: 3992089 ExecStartPre=/bin/rm -rf ${LIVENX_DATA}/gclogs/* (code=exited, status=0/SUCCESS)
   Process: 3992090 ExecStartPre=/usr/share/liveaction/scripts/livenx-setup (code=exited, status=0/SUCCESS)
 Main PID: 3992104 (java)
    Tasks: 346 (limit: 19109)
   Memory: 9.2G
   CGroup: /system.slice/livenx-server.service
           └─3992104 /usr/lib/jvm/default-java/bin/java -Xms8g -Xmx8g -Xss256k -XX:+UseG1GC -XX:MaxGCPauseMillis=1000 -Djava.net.useS

Jul 11 02:04:01 livenx-alan-server sudo[18678]: pam_unix(sudo:session): session closed for user root
Jul 11 02:04:01 livenx-alan-server sudo[18683]: livenx : TTY=unknown ; PWD=/ ; USER=root ; COMMAND=/usr/sbin/ip6tables -xnvl INPUT
Jul 11 02:04:01 livenx-alan-server sudo[18683]: pam_unix(sudo:session): session opened for user root by (uid=0)
Jul 11 02:04:01 livenx-alan-server sudo[18683]: pam_unix(sudo:session): session closed for user root
Jul 11 02:05:01 livenx-alan-server sudo[18869]: livenx : TTY=unknown ; PWD=/ ; USER=root ; COMMAND=/usr/sbin/ip6tables -xnvl INPUT
Jul 11 02:05:01 livenx-alan-server sudo[18869]: pam_unix(sudo:session): session opened for user root by (uid=0)
Jul 11 02:05:01 livenx-alan-server sudo[18869]: pam_unix(sudo:session): session closed for user root
Jul 11 02:05:01 livenx-alan-server sudo[18874]: livenx : TTY=unknown ; PWD=/ ; USER=root ; COMMAND=/usr/sbin/ip6tables -xnvl INPUT
Jul 11 02:05:01 livenx-alan-server sudo[18874]: pam_unix(sudo:session): session opened for user root by (uid=0)
Jul 11 02:05:01 livenx-alan-server sudo[18874]: pam_unix(sudo:session): session closed for user root

admin@livenx-alan-server:/data/livenx-server/data/logs sudo systemctl status livenx-web
● livenx-web.service - LiveNX web component
   Loaded: loaded (/lib/systemd/system/livenx-web.service; enabled; vendor preset: enabled)
   Drop-In: /usr/lib/systemd/system/livenx-web.service.d
            └─override.conf
   Active: active (running) since Fri 2024-06-28 13:35:02 UTC; 1 weeks 5 days ago
 Main PID: 2687 (node)
    Tasks: 11 (limit: 19109)
   Memory: 100.2M
   CGroup: /system.slice/livenx-web.service
           └─2687 /usr/bin/node /opt/livenx/server/app.js

Warning: journal has been rotated since unit was started, output may be incomplete.

```

5. We can also check the status of other services using CLI commands

```

# livenx-node
sudo systemctl status|stop|start|restart livenx-node

# livenx-admin commands
sudo systemctl status|stop|start|restart livenx-admin

# influxdb commands
sudo systemctl status|stop|start|restart influxdb

# mongod commands
sudo systemctl status|stop|start|restart mongod

```

6. Once the status of all the services is obtained. We can get the logs from the CLI by exporting it using WinScp using the path `cd /data/livenx-server/data/logs`

```

admin@livenx-alan-server:/data/livenx-server/data/log$ ls
device_discovery                               LivenxServerConfig_v23.4.0-20231110-673c769.log   LivenxServer_v23.4.0-20231110-673c769.1.log.gz
LivenxPerfInfo_v23.2.2-20230731-54ce929.log      LivenxServerPolling_v23.2.2-20230731-54ce929.log   LivenxServer_v23.4.0-20231110-673c769.2.log.gz
LivenxPerfInfo_v23.4.0-20231110-673c769.log      LivenxServerPolling_v23.4.0-20231110-673c769.log   LivenxServer_v23.4.0-20231110-673c769.log
LivenxServerBandwidth_v23.2.2-20230731-54ce929.log LivenxServerRestApi_v23.2.2-20230731-54ce929.log   threads_v23.2.2-20230731-54ce929.log
LivenxServerBandwidth_v23.4.0-20231110-673c769.log LivenxServerRestApi_v23.4.0-20231110-673c769.log   threads_v23.4.0-20231110-673c769.1.log.gz
LivenxServerConfig_v23.2.2-20230731-54ce929.log  LivenxServer_v23.2.2-20230731-54ce929.log          threads_v23.4.0-20231110-673c769.log

```

7. The logs need to be obtained from either the LiveAdmin or both LiveAdmin and CLI of LiveNX.
8. Once the logs are obtained, we can check for services which have been stopped and attempt restarting or resuming a stopped service.
9. On completion of this, we can attempt to reboot the LiveNX server to check if it resolves the issue.
10. It is important to obtain all logs before restarting any service or rebooting the LiveNX server to prevent the logs related to the issue from being rolled over.
11. If the issue is still not resolved. Take a note of the timestamp of the issue and provide support with logs and screenshot of error message to debug further.

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## Details to collect before reboot:

1. LiveNX version.
2. Browser version and model if both LiveNX web UI and LiveAdmin are not accessible.
3. Screenshot of login page error.
4. Screenshot of ping response to LiveNX server IP address.
5. Screenshot of command output of "sudo systemctl status livenx-server" and "sudo systemctl status livenx-web" from LiveNX server CLI.
6. Screenshot of LiveAdmin dashboard page.
7. Logs from LiveAdmin.
8. Logs from LiveNX server CLI.