

Alibaba Cloud Application Real-Time Monitoring Service

FAQ

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Generic conventions

Table -1: Style conventions

Style	Description	Example
	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restore business.
	This indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	 Note: You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
Bold	It is used for buttons, menus, page names, and other UI elements.	Click OK.
Courier font	It is used for commands.	Run the <code>cd / d C :/ windows</code> command to enter the Windows system folder.
<i>Italics</i>	It is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[] or [a b]	It indicates that it is an optional value, and only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
<code>{}</code> or <code>{a b}</code>	It indicates that it is a required value, and only one item can be selected.	<code>switch {stand slave}</code>

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1 General FAQ

1.1 Billing

This topic lists FAQ about billing and provides solutions.

How do I view my bill?

For Pay-As-You-Go services, you can view your bill as follows:

1. Log on to [ARMS console](#).
2. In the top navigation bar, choose Billing Management.
3. On the Expenses Center page that appears, choose Purchases Record > Purchases Details.
4. On the Consumption Details page that appears, select the filtering criteria such as Product, Payment Status, and by billCycled, and click Query. Your bill is displayed.

How do I view the usage of my resource package?

If you have bought a resource package, you can view the usage of your resource package as follows:

1. View the resource package overview.
 - a. On the Expenses Center page, choose Resource Packages > Resource Packages Overview from the left-side navigation pane.
 - b. On the Resource Packages Overview page that appears, select the filtering criteria such as Product, Resource Package, and Effective Period, and then click Search. An overview of your resource package is displayed.
2. View the usage details of your resource package.
 - a. On the Expenses Center page, choose Resource Packages > Usage from the left-side navigation pane.
 - b. On the Usage page, select the filtering criteria such as Product, Resource Package, Resource Package ID, and Usage Period, and then click Search. The usage details of your resource package are displayed.

2 Application Monitoring FAQ

2.1 Install ARMS Agent for applications in EDAS with one click

This topic lists FAQ about installing ARMS Agent for applications in EDAS with one click, and provides solutions.

What should I do when ARMS Agent cannot be installed?

1. Make sure that your ECS instance can access the ARMS Agent download link in the region of your instance.

```
Make sure that your ECS instance can access the Internet and download ARMS Agent on the One-click Access to Java Applications page.
```

```
# China ( Hangzhou )
http://arms-apm-hangzhou.oss-cn-hangzhou.aliyuncs.com/install.sh
# China ( Shanghai )
http://arms-apm-shanghai.oss-cn-shanghai.aliyuncs.com/install.sh
# China ( Qingdao )
http://arms-apm-qingdao.oss-cn-qingdao.aliyuncs.com/install.sh
# China ( Beijing )
http://arms-apm-beijing.oss-cn-beijing.aliyuncs.com/install.sh
# China ( Shenzhen )
http://arms-apm-shenzhen.oss-cn-shenzhen.aliyuncs.com/install.sh
# Singapore
http://arms-apm-ap-southeast.oss-ap-southeast-1.aliyuncs.com/cloud-ap-southeast-1/install.sh
```

2. Make sure that your ECS instance can access the ARMS console.

```
# Mainland China
https://arms.console.aliyun.com/
# Singapore
```

```
https://arms-ap-southeast-1.console.aliyun.com
```

3. Log on to the [ECS console](#) and check the following items:
 - a. In the left-side navigation pane, choose Cloud Assistant.
 - b. On the Cloud Assistant page that appears, select Command in the search box, and enter the `InstallJavaAgent` command.

**Note:**

If no result is returned, contact Customer Services of ARMS.

- c. In the Tasks section, enter the ID of the `InstallJavaAgent` command in the search bar. In the results that are returned, locate the row that contains the target record and click View Results in the Actions column to check whether the `InstallJavaAgent` command has run. If not, troubleshoot the problem based on the detailed execution results (for example, the ECS disk is full, and ARMS Java Agent is not installed). If the problem persists, submit the detailed execution results to Customer Services of ARMS.

Why is the ECS instance process information inaccurate after ARMS Agent has been installed?

After you install ARMS Agent, if no ECS instance process information is displayed or the ECS instance process information is inaccurate, click - and then + on the left of the ECS instance. If the problem persists, contact Customer Services of ARMS.

What should I do if I cannot enable ARMS for a process on the ECS instance?

On the ECS instance, check whether the `/.arms/supervisor/logs/arms-supervisor.log` file contains error logs. If it does, troubleshoot the problem according to the error message. If the problem persists, contact Customer Services of ARMS.

2.2 What should I do if the data of my application with the OpenFeign component is incomplete in ARMS?

After your application with the OpenFeign component is connected to ARMS, if the data is incomplete and the data of downstream applications cannot be viewed, a possible cause is as follows:

- Hystrix is enabled for the OpenFeign component by default. Hystrix uses an asynchronous RxJava framework, which is not supported by ARMS.
- The OpenFeign component uses the `URLConnection` request class of JDK. Due to restrictions of the ARMS instrumentation mechanism, this class is often intercepted because the loading time is too early, and thus the request fails. To solve this problem, you should use the `OkHttp` request class.

You can disable Hystrix and enable the `OkHttp` request class to solve this problem as follows:

1. Add the following dependencies to the pom.xml file:

```
<!-- OKHttp supports Feign -->
<dependency>
  <groupId>io.github.openfeign</groupId>
  <artifactId>feign-okhttp</artifactId>
</dependency>
```

2. Add the following content to the Spring Cloud configuration file:

```
feign.okhttp.enabled: true
feign.hystrix.enabled: false
```

3. Configure OkHttp.

```
@Configuration
@ConditionalOnClass(Feign.class)
@AutoConfigureBefore(FeignAutoConfiguration.class)
public class FeignClientOkHttpConfiguration {

    @Bean
    public OkHttpClient okHttpClient() {
        return new OkHttpClient.Builder()
            // The connection times out.
            .connectTimeout(20, TimeUnit.SECONDS)
            // The response times out.
            .readTimeout(20, TimeUnit.SECONDS)
            // The write request times out.
            .writeTimeout(20, TimeUnit.SECONDS)
            // Indicates whether to enable automatic
            reconnectOn
            .retryOnConnectionFailure(true)
            // The connection pool.
            .connectionPool(new ConnectionPool())
            .build();
    }
}
```

```
}
```

2.3 Install ARMS Agent for Java applications with one click

This topic lists FAQ about installing ARMS Agent for Java applications with one click, and provides solutions. ##getcwd errors may be reported when the script for one-click Java application access is run.

What should I do when getcwd errors are reported after I run the script to access a Java application?

If the following error message is returned after you run the script for one-click Java application access:

```
shell - init : error retrieving current directory : getcwd
: cannot access parent directory : No such file
or directory Error occurred during initialization
of VM java.lang.Error: Properties init: Could not
determine current working directory. at java.lang.
System.initProperties (Native Method) at java.lang.
System.initializeSystemClasses (System.java:1119)
```

A possible cause is that you have deleted the current directory when running the script. To solve this problem, run the `cd` command and then run the script again.

2.4 Install ARMS Agent for applications in open-source Kubernetes environments

This topic lists FAQ about installing ARMS Agent for applications in open-source Kubernetes environments, and provides solutions.

Why does my application not start?

Run the following command to view the arms-pilot-system logs and troubleshoot the problem according to the logs:

```
kubectl logs -f { arms - pilot - arms - pilot - XXX } -n arms
- pilot - system
```

How can I view the logs of ARMS Agent?

On the worker of the Kubernetes cluster, view the logs in `/home/admin/.opt/ArmsAgent/logs/xxxx.log`.

3 Custom Monitoring FAQ
