

Alibaba Cloud Cloud Monitor

FAQ

Issue: 20181130

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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.	 Note: 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 a optional value, and only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	It indicates that it is a required value, and only one item can be selected.	<code>swich {stand slave}</code>

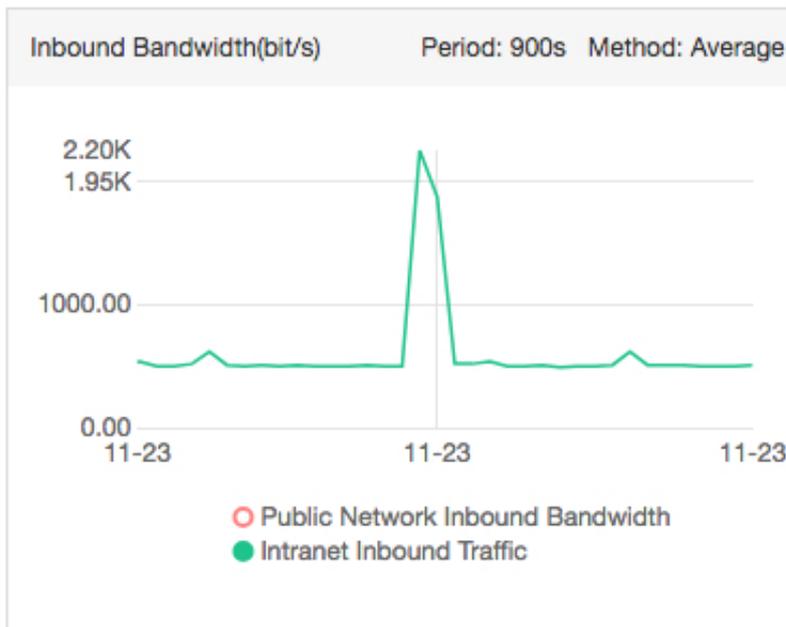
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1 Technology Sharing

1.1 Intranet flow run high Reason Analysis

In the CloudMonitor, the intranet traffic runs high, as shown in the following figure:



Generally, the servers provide services to external parties over the Internet NIC. The intranet usage is usually low, unless when SLB is used (SLB communicates with ECS and intranet). The high intranet traffic is usually because other ECS servers are copying data to this server.

If it is not because of copying data, another common cause is virus attacks to the server, resulting in a large number of packet forwarding. In this case, if the operating system of the server is Linux, you can install NetHogs in the system to view the traffic of specific processes:

```
#yum install nethogs Install NetHogs
```

```
#nethogs eth0          View the specific traffic usage of the intranet  
NIC
```

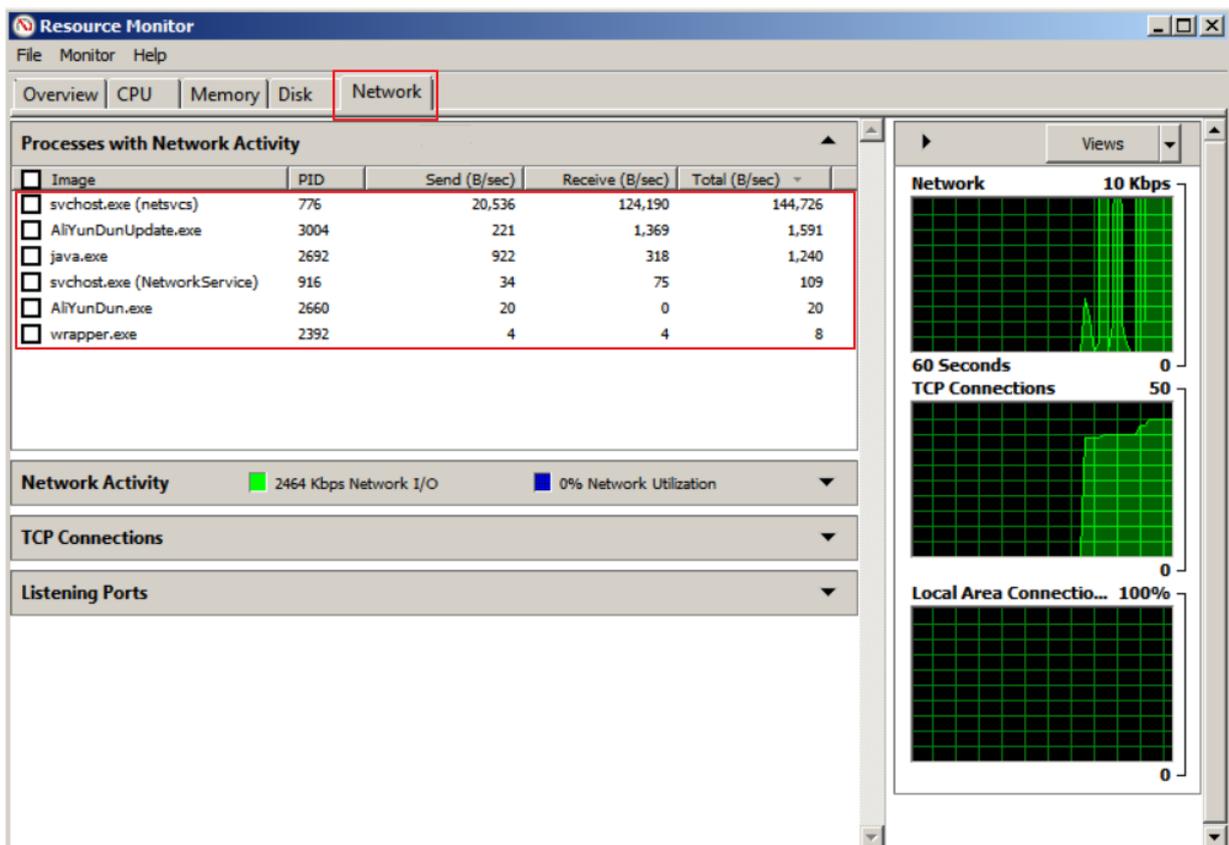
```
NetHogs version 0.8.0
```

PID	USER	PROGRAM
23701	root	/usr/sbin/sshd
23696	sshd	sshd: [net]
?	root	unknown TCP

With the help of NetHogs, you can see the specific intranet bandwidth usage and figure out which processes occupy the intranet bandwidth.

If you are using the system of Windows Server 2008 or later, you can go to the Resource Monitor to see the processes that occupy the bandwidth:

Right-click on the server's taskbar and select start Task Manager resource monitor network, you can see the specific processes that consume network traffic.



1.2 Customized monitoring SDK of CloudMonitor

How can customers get an SDK to access the Customized Monitoring feature of CloudMonitor?

Currently, we provide two versions of CloudMonitor SDKs:

- Customized Monitoring SDK (Python): [cms_post.py](#)
- Customized Monitoring SDK (Bash): [cms_post.sh](#)

1.3 Why is CloudMonitor unavailable after the ECS intranet is disabled?

The ECS intranet cannot be disabled when ECS uses CloudMonitor. The communication address (open.cms.aliyun.com) of CloudMonitor is resolved on the intranet, and CloudMonitor obtains data through intranet communication. If the intranet is disabled, CloudMonitor is unavailable. To use CloudMonitor properly, make sure that ECS can telnet port 80 of open.cms.aliyun.com, as shown in the following figure.

```
[root@localhost ~]# telnet open.cms.aliyun.com 80
Trying 100.98.28.241...
Connected to open.cms.aliyun.com.
Escape character is '^]'.
█
```

1.4 ECS Windows host CPU monitoring value is abnormal

The ECS CPU monitoring result in the CloudMonitor is 0 or a negative value (the actual CPU usage is not 0), and other monitoring results are normal. This problem primarily happens to Windows servers. A general cause for it is the damage to the internal Windows performance counter.

You can run the `typeperf \Processor(_Total)\% Processor Time` command to check whether the counter works properly. If the result is **Error: no valid counter**, it indicates that the counter has failed. You can run the `lodctr /r` command to fix it.

1.5 Method for troubleshooting a stopped CloudMonitor agent

A CloudMonitor agent connects to the server using the heartbeat mechanism at an interval of three minutes. If the CloudMonitor agent fails to respond to a heartbeat for 15 minutes, the server deems the agent stopped.

A CloudMonitor agent may be stopped for the following two causes:

1. The agent fails to communicate with the CloudMonitor server.
2. The CloudMonitor process is ended.

The agent fails to communicate with the CloudMonitor server

If the agent ran normally before, you can reinstall it.

1. Log on to the [CloudMonitor console](#).
2. In the left-side navigation pane, select **Host Monitoring**. The **Host Monitoring** page is displayed.
3. Select a host and click **Batch Install**, or install the agents manually. For details, see [Install CloudMonitor agent](#).

The CloudMonitor process is ended

You can find out why the agent is stopped by checking the agent running status and the CloudMonitor logs. The CloudMonitor process may be ended due to a bug in CloudMonitor. In this case, we recommend that you submit a ticket and wait for the troubleshooting result.

1. Check CloudMonitor logs

- Linux: `/usr/local/cloudmonitor/logs`
- Windows: `C:/Program Files/Alibaba/cloudmonitor/logs`

2. Check the agent running status

- Linux:

```
sudo /usr/local/cloudmonitor/wrapper/bin/cloudmonitor.sh status
```

- Windows:

```
C:"Program Files (x86)"\Alibaba\cloudmonitor\wrapper\bin\  
AppCommand.bat status
```

In Linux, you can run the `/usr/local/cloudmonitor/wrapper/bin/cloudmonitor.sh` command to view the help information.

2 Product Operation Problems

2.1 How to view the monitoring data of a specified date in the CloudMonitor console?

1. Log on to the [CloudMonitor console](#). In the left navigation pane, click the monitoring type whose metric data you want to view, for example, **Host Monitoring**.
2. Click **Monitoring Charts**.

The screenshot shows the CloudMonitor console interface for Host Monitoring. On the left is a navigation menu with 'Host Monitoring' selected. The main area displays a table of instances. The table has columns for Instance Name, Agent Status, Agent Version, Region, IP, Network Type, CPU Usage, Memory Usage, and Disk Usage. Two instances are listed, both with a status of 'Running'. In the 'Actions' column for the first instance, the 'Monitoring Charts' button is highlighted with a red box.

3. Click the following buttons in CloudMonitor to select a date and view the monitoring data:

The screenshot shows the date selection interface in the CloudMonitor console. At the top, there are tabs for 'OS Monitoring', 'Basic Monitoring', 'Process Monitoring', and 'Alarm Rules'. Below the tabs is a row of buttons for time intervals: '1 Hour', '6 Hours', '12 Hours', '1 Day', '3 Days', '7 Days', and '14 Days'. A 'From:' field shows the date range '2018-10-30 16:24:00 - 2018-10-30 17:24:00'. Below this are three monitoring charts: 'CPU Usage', 'Memory Usage', and 'System Average Load'. Each chart shows a line graph of the respective metric over time.



Note:

CloudMonitor only supports querying the monitoring data of the last 30 days currently.