Health Check Swivel

Contents

Overview

This document outlines health checks that can be made on Swivel installs.

Prerequisites

Swivel 3.x

Client reported issues

Have any issues been reported by users

Swivel application checks

Swivel Version

On the Swivel Administration Console check the Swivel version given in the top right corner. Check to see if an upgrade is required. See Versions FAQ

Status

Check the Status page for:

- Excessive number of locked, deleted, disabled, inactive accounts
- Server is running in synchronised mode
- License has not or will soon expire or has been exceeded by the number of users.

Logs

On the Swivel Administration Console check the Swivel logs on each Swivel instance, see Log how to guide and Troubleshooting Files FAQ. Look for;

- NAS/AGENT requests not recognised by Swivel
- Repository Sync errors
- Syncs run at different times on servers
- Reasonable space between syncs
- RADIUS errors
- Large numbers of account creations/deletions

Tomcat checks

Tomcat logs

For a Swivel Virtual or hardware appliance check /var/log/tomcat, particularly the catalina.out, see also Troubleshooting Files FAQ.

Check that there are not an excessive number of logs

Are the logs recording the required amount of logging data

Operating system checks

Disk space

On each Swivel virtual or hardware appliance see Appliance Disk full

System logs

On each Swivel virtual or hardware appliance check the /var/log/messages, see also Troubleshooting Files FAQ.

Also dmesg using the dmesg command

```
dmesg
```


Date, time and timezone

On each Swivel virtual or hardware appliance check the date, time and timezone using the date command or Webmin.

```
date
```


Proccesses

```
ps -aux
```


socket information

The following commands are useful

```
ss -s
ss -t
ss -l
```


Networking

```
netstat -lanp
```


Backups

On each Swivel virtual or hardware appliance ensure there is sufficient disk space

Are the backups in /backups and expected size

If FTP backups or scp backups are made ensure that they exist, see Backup Appliance

Swivel virtual or hardware CMI checks

Versions

On each Swivel virtual or hardware appliance check in the CMI under Advanced/version for the versions running to see if an upgrade is required, see Appliance Versions FAQ

Appliance Heartbeat

On each Swivel virtual or hardware appliance check in the CMI under heartbeat status that the VIP is running on the primary. If required test the fail over to the standby by stopping heartbeat on the primary. Check Heartbeat and Mon are set to start at boot. See VIP Status.

Appliance Database Synchronization

On each Swivel virtual or hardware appliance check the MySQL status to ensure that they are in synchronization, see also MySQL Appliance Database Synchronisation.

Swivel hardware appliance Checks

Verify the DRAC card is accessible and working, see DRAC Card How To Guide

Is the an ISO image for bare metal recovery, see Recovery Disk for Appliances How to Guide

Are the Hardware appliances still under maintenance

Escalating issues found on the health check

Issues found on a health check should be checked against the Knowledgebase and if required escalated through the reseller and raised as a support ticket, see Support Ticket How To Guide.

Known Issues

Troubleshooting