

Operation And Maintenance Manual

Wedora Management Platform v1.8.0



Foreword

Overview

The Wedora Management Platform is a platform designed for all device management and access in Hongdian. It currently supports router and DTU access and management. By reading this document, you can learn about the operation and maintenance management of the product.

Revision History

Updates between document versions are cumulative. Therefore, the latest document version contains all updates made to previous versions.

version	Author	Participant	Start and end date	Remarks
V0.0.1	Wan Jiangwen	Bloomberg	2018-10-25~ 2018-12-28	release version
V0.0.2	Xie Shang		2019-01-03	Format and content modification

Reader object

This document is intended for the following readers:

- After-sales engineer
- Technical support engineer
- Terminal customer

If you are running the product for the first time, we recommend that you read this document from the beginning.

If you know or have used this product or a similar product made by another company, we recommend that you read the chapters you want to know through the document structure navigation.

Brief Introduction

This document describes the operation and maintenance of the cloud management platform.

Chapter	Content
1 service installation	This section introduces you to the service installation components of the Wedora management platform, services startup and running services.
2 Configuration	This section introduces you to the port configuration

Chapter	Content
Management	changes involved in the Wedora management platform.
3 log management	This section introduces you to the Wedora management platform log query method.
4 Frequently Asked Questions	This section introduces you to the common problems in the operation and maintenance process of the Wedora management platform.

Modify record

The revision history accumulates a description of each document update. The latest version of the documentation contains updates to all previous document versions.

Issue 01 (2018-12-28)

The manual was first released for the Wedora 1.8.0 management platform.

Table of Contents

1 Service Installation	1
1.1 Overview	1
1.2 Service installation location	1
Serial number	1
Service	1
Directory location	1
Configuration file (path)	1
Platform side service	1
Third party service	2
1.3 Platform Service Process Check	3
1.4 Startup services and platforms	4
2 Configuration Management	6
2.1 Platform Login Port Configuration	6
2.2 Device Online Port Configuration	7
3 Platform data backup	8
3.1 Backup time	8
3.2 Backing up the database	8
3.3 Backup location	8
4 Log Management	9
4.1 Device Online Log	9
4.2 Platform Statistics Service Log	9
4.3 Platform Service Log	10
4.4 Operation and business log	10
5 FAQ	11
5.1 Page Problem	11
5.2 The device is not online	12
5.3 Error when installing mysql	12

1 Service Installation

About this chapter

Chapter	brief introduction
1.1 Overview	This section gives you a brief introduction to the Wedora Management Platform service installation.
1.2 Service Deployment	This section shows you which services are deployed on the platform and the service installation path.

1.1 Overview

Wedora management platform is based on our original integrated network management platform based on distributed cloud platform system, it is mainly used for remote maintenance management of our products, to achieve nested management and business data management of the lower computer, currently Wedora management Platform V1.0.0 supports access and management of routers and DTUs.

1.2 Service installation location

Serial number	Service	Directory location	Configuration file (path)
Platform side service			
1)	Wedora_server	/home/wedora/server/wedora_server	.../wedora_server/config/config.json
2)	Front machine wmp	/home/wedora/server	.../fep_wmp/apps.xml
3)	Front machine	/home/wedora/server	.../fep_mqtt/apps.xml

Wedora Management Platform v1.8.0

	mqtt		
4)	Wse 统计组件	/home/wedora/server	.../wse/config/application.yml
Third party service			
1)	Mysql DB	/usr/bin/mysql	/etc/my.cnf
2)	JDK	/home/wedora/server/tripartite	/etc/profile
3)	Redis	/home/wedora/server/tripartite	/home/wedora/server/conf/redis.conf
4)	Mong DB	/home/wedora/server/tripartite	/home/wedora/server/conf/mongodb.conf
5)	Node	/home/wedora/server/tripartite	.bashrc
6)	MQTT	/home/wedora/server/tripartite	/home/wedora/server/tripartite/mqtt/etc/emq.conf

① The installation path of the third-party service of this platform is as follows:

```
[root@localhost tripartite]# pwd
/home/wedora/server/tripartite
[root@localhost tripartite]#
[root@localhost tripartite]# ll
总用量 0
drwxrwxrwx. 3 wedora hongdian 32 9月 30 10:19 java
drwxrwxrwx. 5 wedora hongdian 141 10月 8 17:44 mongo
drwxrwxrwx. 11 wedora hongdian 139 9月 30 10:22 mqtt
drwxrwxrwx. 6 wedora hongdian 108 7月 17 15:07 node-v10.6.0
drwxrwxrwx. 6 wedora hongdian 51 9月 30 10:19 redis
drwxrwxrwx. 2 wedora hongdian 6 9月 29 15:42 tmp
[root@localhost tripartite]#
```

JAVA: Deployed JDK1.8 as the JAVA environment for running the platform

Mongo: Status database, data reporting status information of the storage device

Mqtt: Platform data message server

Redis: Data storage service

Note:The mysql database installed and installed in the platform is in the system default path. The command line `mysql -uroot -psa` can enter the Mysql database and query the configuration information stored on the platform.

② Under the platform-side service installation path:

Wedora Management Platform v1.8.0

```
[root@localhost server]# pwd
/home/wedora/server
[root@localhost server]# ll
总用量 2828
drwxrwxrwx. 2 wedora hongdian    142 9月 29 15:43 bin
drwxrwxrwx. 2 wedora hongdian    60 9月 30 10:20 conf
drwxrwxrwx. 3 wedora hongdian    161 9月 29 15:43 ext
drwxrwxrwx. 3 wedora hongdian    217 9月 30 10:22 fep_mqtt
drwxrwxrwx. 5 wedora hongdian    217 10月 15 09:56 fep_wmmp
-rw-r--r--. 1 wedora hongdian 2890112 10月 15 10:23 hd.log
drwxrwxrwx. 8 wedora hongdian    87 9月 30 10:19 tripartite
drwxr-xr-x. 9 wedora hongdian    218 10月 15 10:30 wedora_server
drwxr-xr-x. 9 wedora hongdian    218 10月 12 16:26 wedora_server_bak
-rwxrwxrwx. 1 wedora hongdian    15 9月 29 15:43 WEDORA_VERSION
drwxrwxrwx. 4 wedora hongdian    94 10月 15 10:33 wse
[root@localhost server]#
```

Bin directory: platform service start and stop script directory

Conf directory: platform configuration file directory

Ext directory: platform service initialization directory

Fep_mqtt directory: message service pre-directory

Fep_wmmp directory: the pre-directory of device and platform interaction messages

Wedora_server directory: platform service foreground data directory

Wse: system configuration parameters, and background statistics service program directory

1.3 Platform Service Process Check

Mysql database process check:

```
# ps -auxf|grep mysql
```

```
[root@localhost wse]# ps -auxf|grep mysql
root    45834  0.0  0.0 112720  984 pts/4    S+   21:07   0:00 |      \_ grep --color=auto mysql
root    1270  0.0  0.0 113560  196 ?        S    10月19   0:00 /bin/sh /usr/bin/mysqld_safe --datadir=/var/lib/mysql --pid-file=/var/lib/mysql/localhost.localdomain.pid
mysql   1772  0.0  2.5 1895424 48260 ?        Sl   10月19   7:06 \_ /usr/sbin/mysqld --basedir=/usr --datadir=/var/lib/mysql --plugin-dir=/usr/lib64/mysql/plugin --user=mysql --log-error=/var/log/my
ql4.log --pid-file=/var/lib/mysql/localhost.localdomain.pid --socket=/var/lib/mysql/mysql.sock
[root@localhost wse]#
```

Mongo database process check:

```
# ps -auxf|grep mongo
```

```
[root@localhost ~]# ps -auxf|grep mongo
root    46567  0.0  0.0 112720  984 pts/4    S+   21:09   0:00 |      \_ grep --color=auto mongo
wedora  3338  0.4  2.1 375624 40890 ?        Sl   10月19  36:10 /home/wedora/server/tripartite/mongo/bin/mongod --config /home/wedora/server/conf/mongod.conf --auth
[root@localhost ~]#
```

Redis process check:

```
# ps -auxf|grep redis
```

```
[root@localhost ~]# ps -auxf|grep redis
root    47154  0.0  0.0 112720  984 pts/4    S+   21:11   0:00 |      \_ grep --color=auto redis
wedora  3369  0.0  0.0 37296 1288 ?        Ssl  10月19   4:19 /home/wedora/server/tripartite/redis/bin/redis-server 0.0.0.0:6379
[root@localhost ~]#
```

Front-end process check:

```
# ps -auxf|grep fep
```

```
[root@localhost ~]# ps -auxf|grep fep
root    47338  0.0  0.0 112720  980 pts/4    S+   21:12   0:00 |      \_ grep --color=auto fep
wedora  3752  0.0  0.0 9688 728 ?        S    10月19   1:19 /bin/sh /home/wedora/server/fep_mqtt/fep_mqtt_startup.sh
wedora  3807  0.1  0.0 313240  540 ?        Ssl  10月19  17:45 /home/wedora/server/fep_mqtt/fep_mqtt fep -n fep.mqtt
wedora  39983  0.1  1.8 691048 34344 ?        Ssl  11:14   0:44 /home/wedora/server/fep_wmmp/fep.wmmp fep -n fep.wmmp
[root@localhost ~]#
```

JAVA Background service process check:

```
# ps -auxf|grep java
```

```
[root@localhost ~]# ps -auxf|grep java
root      48072  0.0  0.0 112720  980 pts/4    S+   21:14   0:00 |      \_ grep --color=auto java
wedora    5323   0.2  42.0 6305700 788300 ?      Sl   12:42   1:14 java -jar -Xms2048m -Xmx4096m /home/wedora/server/wse/wedora-server-engine-1.0-SNAPSHOT.jar --spring.config.location=/home/wedora/server/wse/config/application.yml
```

1.4 Startup services and platforms

How to start the service after the installation is completed? How to use the platform? (The installation directory in this command demo is regarded as the default installation directory)

(1) One-click start service:

```
#cd /home/wedora/server/bin
```

```
#sh startup_wedora.sh
```

(2) One-click stop service:

```
#cd /home/wedora/server/bin
```

```
#sh shutdown_wedora.sh
```

(3) Platform use:

Access platform address in the browser:

Http://*Server IP*: 50107 [Login port customization, follow-up chapter introduction]

(4) Single service process restart:

MySQL:

```
Stop: #service mysql stop
```

```
Open: #service mysql start
```

Mongo:

```
Kill process: #ps -auxf|grep mongo
```

```
             #kill -15 {PID}
```

```
Start: /home/wedora/server/tripartite/mongo/bin/mongod --config /home/wedora/server/conf/mongodb.conf --auth
```

Mqtt:

```
Stop: # /home/wedora/server/tripartite/mqtt/bin/emqttd stop
```

```
Start: # /home/wedora/server/tripartite/mqtt/bin/emqttd start
```

Fep_mqtt:

```
Stop: #sh /home/wedora/server/fep_mqtt/fep_mqtt_stop.sh
```

```
Start: # nohup sh /home/wedora/server/fep_mqtt/fep_mqtt_startup.sh &
```

Another: Overseas does not use this service

[Note]: The combination command of nohup & will output the current standard output to the nohup.out file of the current directory, and make the command run in the background and guard it to run. After hanging it, it will continue to pull it up.

Fep_wmmp:

```
Stop: #sh /home/wedora/server/fep_wmmp/fep_wmmp_stop.sh
```

```
Start: # nohup /home/wedora/server/fep_wmmp/fep_wmmp_startup.sh &
```

Front page:

Wedora Management Platform v1.8.0

The first time you start: `pm2 start /home/wedora/server/wedora_server/bin/www --name="wedora"`

Subsequent startup: `pm2 restart wedora`

View all currently launched: `pm2 list`

Stop: `pm2 stop wedora {id}`

[Note]: {id} can be obtained with the command `pm2 list`

Background statistics service (followed by the jar package):

Kill process: `#ps -auxf|grep wedora-server-engine`

`#kill -9 {PID}`

Start: #Enter the /wse directory under the service installation directory

【note! When the following command is executed, the log will be directly output in the current directory, so you need to execute it in the /wse directory.】

`#nohup nohup java -jar -Xms2048m -Xmx4096m`

`/home/wedora/server/wse/wedora-server-engine-1.0-SNAPSHOT.jar`

`--spring.config.location=/home/wedora/server/wse/config/application.yml &`

All services on the platform will be automatically started after the system restarts.

2 Configuration Management

About this chapter

This chapter describes the port-related configuration of the platform, including modification, viewing, and so on.

2.1 Platform Login Port Configuration

Directory /home/wedora/server/wedora_server/config,

Edit the config.json file and customize the port marked with red:

```
[wedora@localhost config]$ vim config.json
{
  "app_name": "monitor",
  "http_port": 50107,
  "internet_ip": "127.0.0.1",
  "session_key": "JSSESSION",
  "language": "en_US",
  "redis_nodes": [
    {
      "address": "127.0.0.1",
      "port": "6379"
    }
  ],
  "login_timeout": 60,
  "mysql": {
    "db": "wedora",
    "user_name": "wedora",
    "password": "123456",
    "host": "127.0.0.1",
    "port": "3306"
  },
  "mongodb": {
    "uri": "mongodb://wedora:123456@127.0.0.1:27017/$db?authMechanism=SCRAM-SHA-1&authSource=admin",
    "db": "wedora",
    "collections": {
      "dev_info": "dev"
    }
  },
  "mqtt": {
    "url": "mqtt://127.0.0.1:1883"
  },
  "vpn_host": "115.28.200.56"
}
```

2.2 Device Online Port Configuration

Directory /home/wedora/server/fep_wmmp,
Edit the file apps.xml and modify the port marked with red:

```
<log-level>3</log-level>
<comp-register>1001</comp-register>
<host>
  <!-- 乾Q管漁~F佳~M置換&紆D件 -->
  <comp name="fep.wmmp" type="exe" version="1.0">
    <property-list>
      <property name="TERM_SERVER_ADDRESS">UDP://0.0.0.0:41855</property>
      <property name="TERM_UPGRADE_ADDRESS_LAN">TCP://127.0.0.1:41856</property>
      <property name="TERM_UPGRADE_ADDRESS_WAN">TCP://127.0.0.1:41856</property>
      <property name="MQTT_SERVER_ADDR">127.0.0.1</property>
      <property name="MQTT_SERVER_PORT">1883</property>
      <property name="MQTT_USERNAME"></property>
      <property name="MQTT_USERPWD"></property>
      <property name="MQTT_QOS">0</property>
      <property name="MQTT_KEEPALIVE">60</property>
      <property name="MQTT_AUTHFILE"></property>
      <property name="DEVICE_TIMEOUT">90</property>
      <property name="CMD_TIMEOUT">30</property>
      <property name="RESEND_TIME">3</property>
      <property name="UPGRADE_TIMEOUT">180</property>
      <property name="TERM_MODEL_ID">1</property>
      <property name="TERM_TYPE_ID">1</property>
      <property name="UPGRADE_PATH"></property>
    </property-list>
    <messages bus="ithings-bus">
      <connect all="true"/>
      <!--[] Z使i訂賴~E-->
      <subscribe>
        <topic></topic>
      </subscribe>
    </messages>
  </comp>
</host>
```

3 Platform data backup

3.1 Backup time

00:30 daily backup

3.2 Backing up the database

- 1) MongoDB Dev table data
- 2) 2) Mysql full script

3.3 Backup location

Under the backup folder in the installation directory, the default is /home/wedora/server/backup

```
[root@localhost ~]# cd /home/wedora/server/
[root@localhost server]# ll
total 4
drwxr-xr-x. 4 root root 32 Nov 20 00:30 backup
drwxrwxrwx. 2 1001 1001 93 Nov 19 19:19 bin
drwxrwxrwx. 2 1001 1001 44 Nov 19 16:57 conf
drwxrwxrwx. 2 1001 1001 172 Nov 16 16:35 ext
drwxrwxrwx. 4 1001 1001 205 Nov 19 17:18 fep_wmmp
drwxrwxrwx. 7 1001 1001 75 Nov 19 16:57 tripartite
drwxrwxrwx. 9 1001 1001 223 Nov 16 16:35 wedora_server
-rwxrwxrwx. 1 1001 1001 15 Nov 16 16:35 WEDORA_VERSION
drwxrwxrwx. 4 1001 1001 94 Nov 19 17:16 wse
[root@localhost server]#
```

By default, only the last 7 days of data will be stored, and the timed backup data will be deleted.

4 Log Management

About this chapter

This chapter will provide an overview of the logs related to the use of the platform to assist with troubleshooting. (The installation path is considered the default path)

4.1 Device Online Log

Log file path: /home/wedora/server/fep_wmmp/log,

View the file hd.log, which shows the content of the report information during the online process of each device.:

```
2018-10-24 15:31:42 INFO HD_WMMP device hongdian00000003 heart beat
2018-10-24 15:31:42 INFO mqtt Fep Publish topic name /devTrap/fep.wmmp, content
{
  "source": "fep.wmmp",
  "devSn": "hongdian00000003",
  "simlUpFlow": 100,
  "simlDownFlow": 100,
  "simType": "sim-1",
  "iccid": "sim1_ic00000003",
  "cellName": "62041",
  "lacName": "34860",
  "imsi": "ongdian00000003",
  "meid": "ongdian00000003",
  "signal": 24,
  "networkType": "LTE",
  "latency": 15,
  "packetLoss": 15,
  "ip": "172.16.22.124",
  "port": 60248
}
2018-10-24 15:31:42 INFO HD_WMMP device hongdian00000004 heart beat
2018-10-24 15:31:42 INFO mqtt Fep Publish topic name /devTrap/fep.wmmp, content
{
  "source": "fep.wmmp",
  "devSn": "hongdian00000004",
  "simlUpFlow": 100,
  "simlDownFlow": 100,
  "simType": "sim-1",
  "iccid": "sim1_ic00000004",
  "cellName": "62041",
  "lacName": "34860",
  "imsi": "ongdian00000004",
  "meid": "ongdian00000004",
  "signal": 3,
  "networkType": "WCDMA",
  "latency": 15,
  "packetLoss": 15,
  "ip": "172.16.22.124",
  "port": 60249
}
```

4.2 Platform Statistics Service Log

Log file path:

1. /home/wedora/server/wse/nohup.out (all logs)

```
wedora@localhost:~$ tail -f ./wse/nohup.out
[OnlineTimeProcess=0, DevOfflineTask=0, NetSwitchProcess=0, CellSwitchProcess=0, DevInfoUpdateTask=0, ModemProcess=0, HourSignalProcess=0, ProcessTopicComponent=0, Log
=0, AroundNetProcess=0, HourFlowProcess=0, NetStatusProcess=0]
2018-10-03 22:31:36.752 INFO com.ithings.wedora.thread.TaskSendScanThread Line:27 - Need Executed Task Size is 0
2018-10-03 22:31:55.832 INFO [ObserverDataSizeThread] thread.ObserverDataSizeThread (ObserverDataSizeThread.java:34) - ??????????????:
[OnlineTimeProcess=0, DevOfflineTask=0, NetSwitchProcess=0, CellSwitchProcess=0, DevInfoUpdateTask=0, ModemProcess=0, HourSignalProcess=0, ProcessTopicComponent=0, Log
=0, AroundNetProcess=0, HourFlowProcess=0, NetStatusProcess=0]
2018-10-03 22:32:07.024 INFO com.ithings.wedora.thread.TaskSendScanThread Line:27 - Need Executed Task Size is 0
2018-10-03 22:32:25.894 INFO [ObserverDataSizeThread] thread.ObserverDataSizeThread (ObserverDataSizeThread.java:34) - ??????????????:
[OnlineTimeProcess=0, DevOfflineTask=0, NetSwitchProcess=0, CellSwitchProcess=0, DevInfoUpdateTask=0, ModemProcess=0, HourSignalProcess=0, ProcessTopicComponent=0, Log
=0, AroundNetProcess=0, HourFlowProcess=0, NetStatusProcess=0]
2018-10-03 22:32:37.231 INFO com.ithings.wedora.thread.TaskSendScanThread Line:27 - Need Executed Task Size is 0
2018-10-03 22:32:55.921 INFO [ObserverDataSizeThread] thread.ObserverDataSizeThread (ObserverDataSizeThread.java:34) - ??????????????:
[OnlineTimeProcess=0, DevOfflineTask=0, NetSwitchProcess=0, CellSwitchProcess=0, DevInfoUpdateTask=0, ModemProcess=0, HourSignalProcess=0, ProcessTopicComponent=0, Log
=0, AroundNetProcess=0, HourFlowProcess=0, NetStatusProcess=0]
2018-10-03 22:33:07.364 INFO com.ithings.wedora.thread.TaskSendScanThread Line:27 - Need Executed Task Size is 0
```

4.3 Platform Service Log

Wedora's log view method under the running process:

Execute pm2 show wedora under wedora permissions:

```
[wedora@localhost logs]$ pm2 show wedora
Describing process with id 0 - name wedora
```

status	online
name	wedora
version	0.0.0
restarts	413
uptime	50m
script path	/home/wedora/server/wedora_server/bin/www
script args	N/A
error log path	/home/wedora/server/wedora_server/node_modules/pm2/logs/wedora-error.log
out log path	/home/wedora/server/wedora_server/node_modules/pm2/logs/wedora-out.log
pid path	/home/wedora/server/wedora_server/node_modules/pm2/pids/wedora-0.pid
interpreter	node
interpreter args	N/A
script id	0
exec cwd	/home/wedora/server/wedora_server
exec mode	fork_mode
node.js version	10.6.0
node env	N/A
watch & reload	x
unstable restarts	0
created at	2018-10-25T14:51:02.972Z

The reded out path file can view the error log information of the platform service:

Enter tail -f /home/wedora/server/wedora_server/node_modules/pm2/logs/wedora-error.log

```
[wedora@localhost logs]$ tail -f /home/wedora/server/wedora_server/node_modules/pm2/logs/wedora-error.log
at tryModuleLoad (internal/modules/cjs/loader.js:538:12)
at Function.Module.load (internal/modules/cjs/loader.js:530:3)
at Module.require (internal/modules/cjs/loader.js:637:17)
at require (internal/modules/cjs/helpers.js:20:18)
at Object.<anonymous> (/home/wedora/server/wedora_server/apps/device/controller/ctrl-controller.js:12:22)
at Module.compile (internal/modules/cjs/loader.js:689:30)
Thu, 25 Oct 2018 14:46:24 GMT sequelize deprecated String based operators are now deprecated. Please use Symbol based operators for better security, read more at http://docs.sequelizejs.com/manual/tutorial/querying.html#operators at node_modules/sequelize/lib/sequelize.js:237:13
Thu, 25 Oct 2018 14:47:04 GMT sequelize deprecated String based operators are now deprecated. Please use Symbol based operators for better security, read more at http://docs.sequelizejs.com/manual/tutorial/querying.html#operators at node_modules/sequelize/lib/sequelize.js:237:13
Thu, 25 Oct 2018 14:48:19 GMT sequelize deprecated String based operators are now deprecated. Please use Symbol based operators for better security, read more at http://docs.sequelizejs.com/manual/tutorial/querying.html#operators at node_modules/sequelize/lib/sequelize.js:237:13
Thu, 25 Oct 2018 14:51:05 GMT sequelize deprecated String based operators are now deprecated. Please use Symbol based operators for better security, read more at http://docs.sequelizejs.com/manual/tutorial/querying.html#operators at node_modules/sequelize/lib/sequelize.js:237:13
```

4.4 Operation and business log

In the system login page, enter [System Management] - [Log Management], you can view the following logs separately:

- Platform operation log
- Device operation log
- Device firewall log
- Device WAN/LAN log

Radius authentication log

The screenshot shows the 'Log Manage' interface with a sidebar on the left containing navigation options: DASHBOARD, DEVICE, GROUP, OPERATIONS, VAS, TASK, ALARM, LOGS, and SYSTEM 1.8. The main content area has tabs for 'Platform log', 'Device operate log', 'Firewall log', 'WAN/LAN log', and 'Radius auth log'. The 'Platform log' tab is active, displaying a table with the following data:

Operator	Request Url	IP Address	Operator Params	Request Method	Operate Time
admin	/monitor/device/manager/	113.116.135.114	{"sns":"22R1606HH060051"	POST	2019-01-30 14:17:01
admin	/monitor/device/manager/	113.116.135.114	{"sns":"22R1606HH060051"	POST	2019-01-30 14:17:00
Axilant	/monitor/device/manager/	138.75.193.59	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:08:03
Axilant	/monitor/device/manager/	138.75.193.59	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:08:03
admin	/monitor/device/manager/	103.95.65.146	{"sns":"22R1606HH060051"	POST	2019-01-30 14:06:55
admin	/monitor/device/manager/	103.95.65.146	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:06:50
Axilant	/monitor/device/manager/	103.95.65.146	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:06:18
Axilant	/monitor/device/manager/	103.95.65.146	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:06:18
Axilant	/monitor/device/manager/	103.95.65.146	{"sns":"IoT2SLTEQ1808270"	POST	2019-01-30 14:06:03

5 FAQ

About this chapter

This chapter will introduce the treatment of common problems in the platform operation and maintenance process.

5.1 Page Problem

- 1) The login page is displayed, but the login fails: Check whether redis is successfully started, and the password corresponds.

- 2) After login, the page displays blank: whether the database is imported correctly, and the configuration under /wedora_server corresponds.
- 3) After logging in, the page button or menu bar is not displayed properly: the database import is incorrect.
- 4) The service check is normal, but the page cannot be accessed: check the port development and release the access port in the firewall.
- 5) There is a problem with the page data display: check whether the jar package and the front-end machine report an error, whether the database is normally open and connected.

5.2 The device is not online

- 1) There is no device information in the database: check whether the front-end machine and the configuration are correct. Check whether the front-end machine log has the online protocol package of the corresponding device.
- 2) The device display cannot be connected: check whether the port is open and whether the port can be connected normally.
- 3) Whether the configuration file corresponds to the current requirement: whether the front-end port is correct, whether the configuration in the jar package is correct, corresponding to the current server settings.

5.3 Error when installing mysql

Lack of dependencies: for example

```
[root@WEBO2 mysql]# rpm -ivh MySQL-client-5.5.39-2.rhel5.x86_64.rpm
error: Failed dependencies:
    libc.so.6()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libc.so.6(GLIBC_2.2.5)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libc.so.6(GLIBC_2.3)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libc.so.6(GLIBC_2.3.4)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libc.so.6(GLIBC_2.4)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libdl.so.2()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libdl.so.2(GLIBC_2.2.5)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libm.so.6()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libm.so.6(GLIBC_2.2.5)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libncurses.so.5()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libpthread.so.0()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libpthread.so.0(GLIBC_2.2.5)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    libpthread.so.0(GLIBC_2.3.2)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    librt.so.1()(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
    librt.so.1(GLIBC_2.2.5)(64bit) is needed by MySQL-client-5.5.39-2.rhel5.x86_64
```

Install your missing dependencies. Because of the inconsistency of the on-site environment, the lack of things may also be different. In the case that you can connect to the external network, you can use yum installation directly. In general, you can find the corresponding dependencies by posting the error of missing

dependencies into the search engine. Package name

Startup failure: There are many reasons for mysql startup failure. The more common reasons are as follows:

1. Starting MySQL... ERROR! The server quit without updating PID file(/opt/mysql-master/data/mysql.pid)

a. May be /opt/mysql-master/data/data directory mysql user does not have permission (modify data directory permissions) Solution: Give permission to execute "chown -R mysql.mysql /opt/mysql-master/data" and then Restart mysqld

b. The mysql process already exists in the process.

Solution: Use the command "ps -ef|grep mysqld" to check if there is a mysqld process, if you kill with "kill-15 process number", then restart mysqld !

c. At this time, there may be a residue of the last installation of mysql on the server, which needs to be manually checked, such as mysql-binlog.index

Selinux trouble, if it is centos system, it will open selinux by default

2. ERROR 2002 (HY000): Can't connect to local MySQL server through socket '/var/run/mysqld/mysqld.sock' (2)

This problem may have two options, one is mysql.sock exists, but the configuration path is wrong, under normal circumstances mysql.sock is located in mysql/tmp, the configuration file is mysql/etc/my.cnf.

The other is that mysql.sock does not exist. If it does not exist, run mysql/bin/mysql_install_db and mysql/bin/mysqld_safe.



Connecting Things ↵

Contact US ↵

Hongdian Corporation ↵

Add: Tower A, Hongdian Building, 100 Huabao Road, Pinghu, Longgang District, Shenzhen, China ↵

Tel: +86-755-88864288-2

Fax: +86-755-83404677

E-mail: Sales@hongdian.com ↵