Содержание

Troubleshooting 3
The subscribers started massively complaining that some online games stopped working at all, some are not displayed correctly after turning on the cache. So, in ok.ru there is the game Pirate Code and with the cache turned on there is not displayed a part of the pictures. In order to meet the challenge it is necessary to turn off the cache and everything comes back to normal. The challenge is confirmed on my pc. SWF caching is turned off, the swf folder is also removed from the cache. What else could be done? 3
How to disable needless caches? 3
How to view the cache content? 3
There is nothing in the cache, what should be checked? 3
How to check that the DPI loads information about the files present in the cache server? 4
How to change in DPI the period of downloading information about the files present in the cache server? 4
Caching does not work for the subscriber, what is to be checked? 4
How to enable the diagnostic logging level in the cache server 5
How to check that the cache is accessible from the subscriber's computer? 5
en:dpi:dpi_components:mediaserver:cache_trouble_shooting:cache_trouble_old_data|At the link http://www.kaspersky-help.com/?hl=ru&version=15.0.19.0&pid=kvrt&link=kvrtexe Kaspersky Virus Removal Tool 15.0.19.0 with a digital signature of 05.07.2015 is downloaded. At the link http://download.geo.drweb.com/pub/drweb/cureit/cureit.exe Dr.Web CureIT 10.0 with a digital signature of 06.07.2015 is downloaded. 5
Is it possible to check disk usage statistics on % of .exe? 6
How can I check that the retracker operates (collects peers from neighboring retrackers / returns peer lists upon torrent client requests)? 6
What does the message: "[ERROR][2015/07/27-17:21:30:184386][0x7f29cbfe9700] bl_updater_thread: Bittorrent hash list update error, rc=-1006 : Can not download data" from the VAS Experts DPI log file mean? 6
How to delete data in a specific cache? 6

Troubleshooting

The subscribers started massively complaining that some online games stopped working at all, some are not displayed correctly after turning on the cache. So, in ok.ru there is the game Pirate Code and with the cache turned on there is not displayed a part of the pictures. In order to meet the challenge it is necessary to turn off the cache and everything comes back to normal. The challenge is confirmed on my pc. SWF caching is turned off, the swf folder is also removed from the cache. What else could be done?

Please, refresh the server cache.

How to disable needless caches?

Each cache is described in the /etc/ccu/ccu.conf configuration file, to prevent the data from being cached to certain cache it's enough to set `is_enabled` setting to the `no` value in its description. Please restart ccu after changing the configuration.

Attention : There is one known challenge at the time of this writing, so once the CACHE is being disabled via the `is_enabled` setting, it becomes entirely hidden fot the ccu, leading to the situation where the cache size is not taken into account. That is if there are two caches - A and B, A occupies 8TB, B occupies 1TB, and the total allocated cache size is 10TB, then if A cache is disabled, it will be regarded as the 9TB are still available. So if the disk space volume is not large, then after disabling the cache, it is recommended to deallocate the occupied memory.

How to view the cache content?

Run the following command on the CACHE server:

```
find /data -type f
```

The CACHE is empty, if you get the following command output:

```
/data/enumerated.bin
/data/enumerated.cs
```

There is nothing in the cache, what should be checked?

Check for errors when transferring to clickstream

```
tail -100 /var/log/dpi/fastdpi_alert.log|grep ERROR
```

If you have the following errors:

```
[ERROR   ][2015/07/20-20:26:48:307378][0x7fd749eac700] IPFIX :
udp:10.0.251.7:1500 :
  Error socket send to collector, rc=-1, errno=111 : Connection refused
[ERROR   ][2015/07/20-20:26:48:434784][0x7fd749eac700] IPFIX :
udp:10.0.251.7:1500 :
  Error socket send to collector ( repeat error 1 ), now ok.
```

1. check the cache server availability from the DPI side
2. check the ip address (if it has been changed) in the CACHE server configuration `/var/cache/nginx/cs/.cs/cs.conf`. If the IP address is changed you will need to stop and restart the CACHE server - More detail about the CACHE server configuration

How to check that the DPI loads information about the files present in the cache server?

To check the uploading time to the DPI from the cache server, run:

```
 ls -al /var/lib/dpi/cdn*
```

Output is:

```
 rw-r--r--.  1 root root   3432 July 20 15:58 cdncache.bin
```

How to change in DPI the period of downloading information about the files present in the cache server?

To change the download period for files with information about the cached files, add the following line to the DPI configuration:

```
timeout_check_cache=5
```

The setting above doesn't require restart, it's enough to reload the DPI configuration using the following command:

```
service fastdpi reload
```

Caching does not work for the subscriber, what is to be checked?

Check that the CASH service is enabled for the subscriber:

```
fdpi_ctrl list --service 7 --ip <subscriber's IP>
```

If the ouput:

```
Autodetected fastdpi params : dev='lo', port=29000
connecting 127.0.0.1:29000 ...
```

```
---------------------------------
Result processing ip=1.1.1.1 : 1/0/1
```

That means that the service is not available to the subscriber.

How to enable the diagnostic logging level in the cache server

1.To find out the PID of the main process:

```
ps -ef | grep ccu
```

2. Run the command

```
ccu manage --conf /etc/ccu/ccu.conf --pid <PID of the main process> --set-log-level diagnostic
```

3. Wait 20 minutes
4. Run the command

```
ccu manage --conf /etc/ccu/ccu.conf --pid <PID of the main process> --set-log-level info
```

Commands from 2 and 4 items change the logging level, if it is set to diagnostic, then none of the above items should be done, just examine the log /var/log/ccu/online.log

The /var/log/ccu/online.log file contains the informaion have been accumulated in different caches yet

Also you can examine the log /var/log/ccu/online_recv.log file - if it is empty, then nothing comes from IPFIX

How to check that the cache is accessible from the subscriber's computer?

To check the availability of the cache server, use the following URL:

```
http://<IP_cache_server>/cache/enumerated.bin
```

If the file has been received, CASH is available on port 80.

en:dpi:dpi_components:mediaserver:cache_trouble_shooting:cache_trouble_old_data|At the link http://www.kaspersky-help.com/?hl=ru&version=15.0.19.0&pid=kvrt&link=kvrtexe Kaspersky Virus Removal Tool 15.0.19.0 with a digital signature of 05.07.2015 is downloaded. At the link http://download.geo.drweb.com/pub/drweb/cureit/cureit.exe Dr.Web CureIT

10.0 with a digital signature of 06.07.2015 is downloaded.

Please, update the CASH server software

Is it possible to check disk usage statistics on % of .exe?

1. Using the web interface <ip_cache>/cs.html

2. On the CACHE server, run the command du -sk /data/exts/*|sort -n

How can I check that the retracker operates (collects peers from neighboring retrackers / returns peer lists upon torrent client requests)?

On the mtorrent client:
Please start downloading the torrent, select it in the list and check at the "Trackers" tab
the presence of the local retracker, its status and peers and seeds availability

On the server side:
To check out the retracker's log:
tail -100 /var/log/btrt/btrt.lo

What does the message: "[ERROR][2015/07/27-17:21:30:184386][0x7f29cbfe9700] bl_updater_thread: Bittorrent hash list update error, rc=-1006 : Can not download data" from the VAS Experts DPI log file mean?

It means that there are no any torrent shares registered at the retracker resulting in dpi could not receive their list

How to delete data in a specific cache?

The command to delete data in a specific CACHE:

```
ccu remove <the name of the CACHE>
```