Help! My (Virtual) Penguin Is Sick!

Or

Aptenodytes Patagonicus* Problems on z/VM

Voltage security

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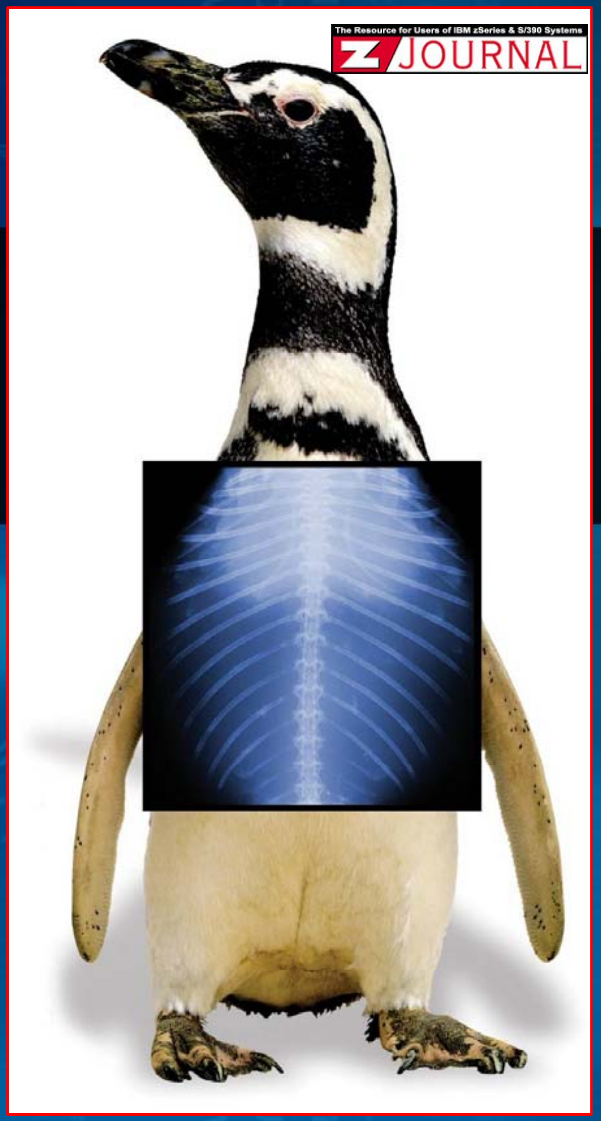
SHARE 111
August 2008
Session 9248



*** King Penguin, of course!**

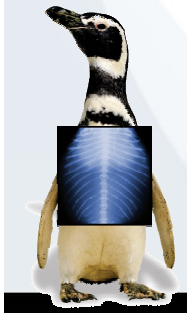
Copyright Information

Why We're Here

- The difference between **applications** people and **systems** people:

> Applications people worry about how it will work.
>
> **Systems people worry about how it will fail.**

➢ If you support production, you're a systems person!



Agenda

- We'll cover:
  - Ways Linux can get sick
  - Techniques to decide what's wrong
  - Debugging information you can gather
- We won't cover:
  - Detailed use of debugging tools (gdb, et al.)
  - Dump (core) analysis

Paramedic / First Responder functionality, not ER surgery or pathology lab forensic reports!

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Penguins and Bears, Oh My!

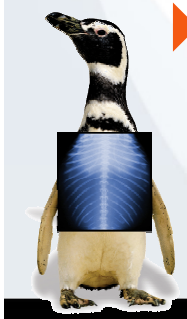
Penguin Diseases 101

The Modal Penguin Ailment

- “Why isn’t my Linux guest responding?” AKA:
  - Can I get from here to there?
  - If I can get there, is there a “there” there?
  - If there is a “there” there, is it open?
- These problems correspond to:
  - Networking problems
  - Linux issues
  - VM troubles

A Baseline is Useful!

- Linux guests vary widely
  - Networking configuration
  - Performance profile
  - Services provided
- Keep written (and online) notes about your guests
  - IP addresses, network interfaces, routing, etc.
  - Typical/observed performance characteristics
  - Disk space usage
- In a crisis, you need to know how things ***should*** look!



Network Issues

- Is it a network issue:
  - Between the user and VM?
  - Between the VM stack and the Linux virtual machine?
  - Within the Linux virtual machine?
- If you can't get to the machine, it sure won't respond!

VM Troubles

- Is the Linux virtual machine even logged on?
  - Someone might have logged it off, FORCEd it, etc.
- Is the virtual machine in a stopped state?
  - Users may disconnect from machines carelessly, leaving them stopped
- Is VM broken?
  - If VM is sick, Linux sure won't run!
- Is VM letting the virtual machine run?
  - CP might not be giving it resource

Linux Issues

- Is it a kernel problem within the Linux guest?
  - Even Linux can have problems — OOMs (Out-Of-Memory errors), loops, or Oopses (kernel errors)
- Is a specific service (ssh, ftp, etc.) broken?
  - If target service is down, Linux will appear to be down
- Is it resource exhaustion within Linux?
  - Insufficient disk space, or suffering from OOMs can cause some/all Linux services to wait
  - Is an application or service hogging resources within the Linux virtual machine?

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Penguin Problem Identification

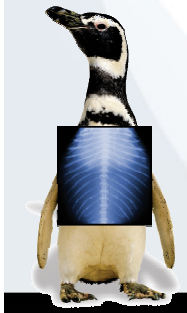
Taking Your Penguin's Temperature and Pulse

Linux Diagnostic Tools

- Use Linux commands for diagnosis:
  - **`ps`** (Process Status)
  - **`df`** (Display Filesystems)
  - **`free`** (memory usage display)
  - etc…
- Many of these just display **`/proc`** files
  - **`/proc`** is a pseudo-filesystem whose files contain various system settings, counters, etc.
  - Better than running control blocks in memory!
  - Access files like any other file: **`cat`**, etc.
  - Write to **`/proc`** to change system settings on-the-fly

Diagnosing Network Issues

- Try to **`ping`** Linux from user's machine
  - Success means network OK between user & Linux
  - Helps if you know the Linux hostname/IP address
  - Also good to know whether Linux guest normally responds (some don't; some firewalls block ICMP)
- Try **`traceroute`** to Linux from user's machine
  - **`traceroute`** failure at last hop before Linux implicates Linux networking
  - Must know normal routing and thus normal "last hop"!
  - Linux, Windows, VM all have **`traceroute`**, spelled varying ways

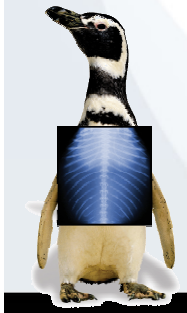


Diagnosing Network Issues

- If Linux networking appears broken:
  - Log onto guest virtual machine directly
  - Then log into Linux as **`root`**
  - May not be possible if local root login disabled (may be able to login as another user and **`su`** to **`root`**)
- Use **`ifconfig`** and/or **`netstat -i`** to examine network configuration and status
  - Bouncing connection sometimes helps (**`ifconfig down`** followed by **`ifconfig up`**)

Diagnosing Network Issues (continued)

- Useful CP commands:
  - **`#CP QUERY VIRTUAL NIC`** shows whether virtual NICs on Guest LANs are connected
  - **`#CP QUERY LAN DETAILS`** shows what Guest LANs look like, including IP addresses assigned
    - Use **`#CP QUERY LAN DETAILS lanname`** if many LANs
- Try **`cat /proc/net/arp`**
  - Shows cached hardware addresses
  - If none, that ***may*** tell you network isn't very happy
  - Recommendation is to disable ARP caching anyway if using VSWITCH, so of limited usefulness

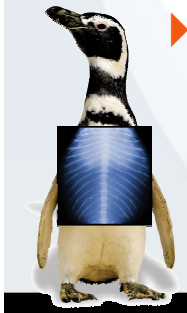


Diagnosing Network Issues (continued)

- If QDIO network, **`ping`** broadcast (**`Bcast`**) address shown by **`ifconfig`**:

```
ping -b -c 1 10.3.2.255
WARNING: pinging broadcast address
PING 10.3.2.255 from 10.3.2.2 : 56(84) bytes of data.
64 bytes from 10.3.2.2: icmp_seq=0 ttl=64 time=41 usec
```

  - On 3270, use **`ping -c 1`**, or **`ping`** will run forever
  - No **`<Cntrl>C`** on 3270; some distros support **`^C`**
  - More than one response from an IP address means duplicate IP!
- Learn to use tcpdump (or equivalent tool)
  - Beyond scope of this presentation, but very powerful!

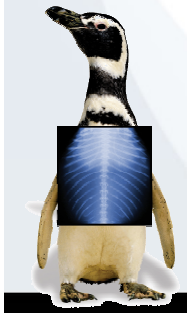


Diagnosing VM Troubles

- Is VM broken?
  - Try to log onto another VM userid
  - If that doesn't work, head for the machine room!
- Is network to/from VM healthy?
  - Try to **`ping`** and **`traceroute`** VM from your PC
  - Try to **`ping`** external host from VM
  - If you can get out but not back in, look for routing problem external to VM
- Is the Linux virtual machine even logged on?
  - Log onto a VM userid and issue
    `#CP QUERY USER` ***`linuxid`***
  - Response ***`linuxid`*** **`NOT LOGGED ON`** is a problem!

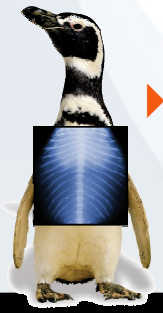
(Digression) VM SPOOLed Consoles

- VM lets you keep a copy of all console activity for a virtual machine
  - Conceptually similar to having **`root`** logged on using a hardcopy terminal
- Files are saved in VM system SPOOL space
- Closed on demand or automatically at system shutdown or user logoff
- ***Invaluable*** resource for determining abnormal virtual machine events
  - A bit less useful for Linux, since most services do not log to console
  - Oopses, OOMs, some segfaults are logged to console



How To SPOOL the Console

- **`CP SPOOL`** command turns on SPOOLing:
  `CP SPOOL CONSOLE START`
- **`CP TERMINAL TIMESTMP ON`** useful:
  - Timestamps all output
- Various options control default destination userid, class, filename/filetype
- Useful to indicate date/time SPOOL started:
  `CP SPOOL CONSOLE START NAME yyyymmdd hh:mm:ss`
  - Once file is closed, file timestamp will be ***close*** time, so this adds useful info
- May want to centralize console collection:
  `CP SPOOL CONSOLE START TO CONSAVER`



Finding (Open) SPOOLed Consoles

- To determine if a running virtual machine has its console SPOOLed:

  #CP QUERY PRT ALL *linuxid*

  - Look for open CON file:

```
ORIGINID FILE CLASS RECORDS  CPY HOLD DATE  TIME NAME TYPE
linuxid  6216 T CON nnnnnnn 001 NONE OPEN- 0009 name type
```

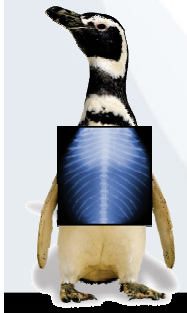
  - Mere *existence* of file is useful data point

- To close the console and send it to yourself:

  #CP SEND CP *linuxid* CLOSE CONSOLE *yourid*

  (where ***yourid*** is your userid)

  - CP **SEND** requires privilege class C

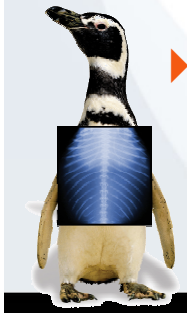


Processing VM SPOOLed Consoles

- Result of previous command is message:

  RDR FILE *nnnn* SENT FROM *linuxid* CON WAS *mmmm* RECS *rr*
- Note the "***nnnn***" value — that's the SPOOL file number in your virtual reader
- Issue CMS **PEEK** command to view the file:

  PEEK *nnnn* (FOR *
  - Places you in XEDIT session, viewing file contents
  - Large files require time, virtual storage to read
  - Note: files may span days; **HCPMID6001I** appears each midnight
- CMS **RECEIVE** command reads file to disk
  - PF9 in **PEEK**, or **RECEIVE *nnnn fn ft fm***



Finding (Closed) Console Files

- To find SPOOLed consoles for non-running virtual machines (or from previous logons):

  #CP QUERY RDR ALL *linuxid*

  #CP QUERY PRT ALL *linuxid*

  - Shows files in ***linuxid*** 's virtual reader or printer

  #CP QUERY RDR ALL XFER ALL *linuxid*

  - Shows files sent/transferred to other virtual machines
- Use CP **TRANSFER** to move files to your reader:

  TRANSFER ownerid RDR nnnn *

  - Then use **PEEK**, **RECEIVE**, et al.

Notes About SPOOLed Consoles

- Consoles can become very large
  - For guests with significant console activity, consider closing periodically to keep files manageable
  - E.g., close at midnight via WAKEUP-based machine
  - EOF option closes automatically every 50,000 records (desirability depends on how you manage the files)
- Naming consoles rationally helps a lot
  - Use **`NAME`** option when SPOOLing
  - **`RECEIVE`** them as "***`userid yyyymmdd`***", perhaps
- Vendor console management products exist

When/Why Was Linux Logged Off?

- Examine operator's console to see when/ why guest logged off:

  User *linuxid* LOGOFF AS *linuxid* USERS= *n*

  - Logged off "normally", either by a user command or by Linux itself after shutdown

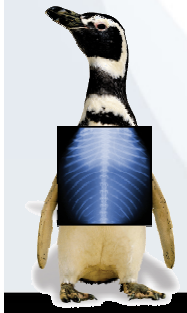
  User *linuxid* LOGOFF AS *linuxid* USERS= *n* FORCED BY *vmid*

  - Logged off by CP FORCE command issued by ***vmid***

  User *linuxid* LOGOFF AS *linuxid* USERS= *n* FORCED BY SYSTEM

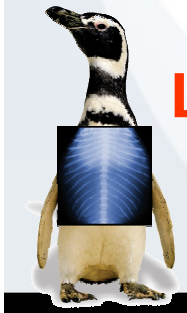
  - Logged off due to CP "timebomb" logoff, after being in a read for (usually) 15 minutes while disconnected

- Look for more nuggets at bottom of guest console



Diagnosing VM Troubles

- Is Linux virtual machine stopped in **CP READ**?
  - Issue **CP SEND CP *linuxid* BEGIN** to start it
    - Harmless at worst
  - Use **RUNNABLE EXEC** (see *Resources*) to check
- How did it get there?
  - Force disconnected with **RUN OFF**
    - by system or because user closed emulator while connected
  - Reconnected and left in **CP READ** (with **RUN OFF**)
  - **CP STOP** or **CP CPU ALL STOP** issued on guest



Lesson:

Run Linux guests with CP SET RUN ON!!!

Diagnosing VM Troubles

- Is VM giving the virtual machine any service?
  - CP might not be giving it resource
  - Likely if Linux virtual machine reconnect shows **`RUNNING`** with no keyboard response
  - If it seems normal at reconnect, hit ENTER a couple of times, look for **`VM READ`**, Linux **`login:`** prompt
  - If no read, or significant delay before login prompt, VM may not be running the virtual machine

Basic understanding of scheduling and dispatching is important

Scheduler and Dispatcher 101

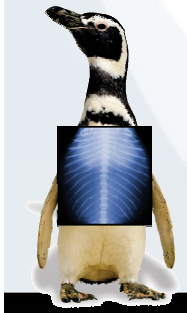
- **Some critical concepts**
  - Guests must be ***runnable*** to do work
  - CP must be willing to schedule the guest
  - CP must be willing to dispatch the guest
- A guest is always in one of ~~three~~ 3.5 lists:
  1) **Dormant** list: guest has no work to do
  2) **Dispatch** list: guest active, CP is allowing it to run
  3) **Eligible** list: guest active, CP is not allowing it to run

  3.5) Limit list: CPU-limited by **SET SHARE LIMITHARD**

  (Can also be **running**…special case of Dispatch list!)

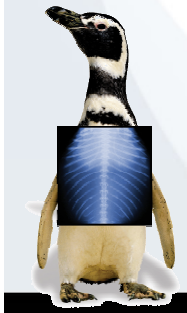
Scheduler and Dispatcher 101

- CP **scheduler** analyzes resources, decides whether enough to give guest service
  - Entirely storage-related (memory)
  - If not enough available, guest does not get scheduled
- CP **dispatcher** gives guests access to CPUs
  - If multiple guests are active, they take turns
  - VM is very good at this — supports tens of thousands of active users with excellent response time



Dispatch Classes – Class 1

- When first dispatched, guest is Class 1 (“Q1”)
  - CP waits one Class 1 Elapsed Timeslice (C1ETS) to see if it goes idle voluntarily
  - Guests that do not go idle within that timeslice are preemptively stopped from execution— sent back to the scheduler
  - C1ETS is dynamically calculated to keep a fixed % of guests in class 1
  - C1ETS should be enough for short, interactive transactions (minor CMS commands)



Dispatch Classes – Class 2

- If guest does not go idle in one C1ETS, it enters Class 2 (“Q2”)
  - Next time CP runs it, given 8x C1ETS
  - Guests that do not go idle within that amount of time are rescheduled
  - Such guests are presumed to be running a command, but not necessarily doing something “major”

Dispatch Classes – Class 3

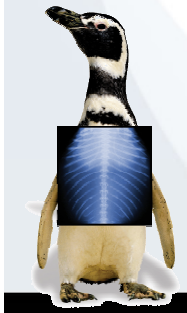
- If guest does not go idle within class 2 C1ETS multiple, it enters Class 3 (“Q3”)
  - Next time CP runs it, given 6x Class 2 = 48x C1ETS
  - Guests that do not go idle within that amount of time are rescheduled
  - Such users are presumed to be running a long-running command

Dispatch Classes – Class 0

- **`QUICKDSP ON`** bypasses some rules
  - Still get rescheduled, but never held in eligible list
- Interactive guests (on terminals, hitting keys) also get Q0 stays (“hotshot” stays)
  - Still get rescheduled, but “go to head of line” briefly
  - Return to their previous queue level after Q0 stay

Leaving the Dispatch List

- Guests leave dispatch list because they:
  - Go idle voluntarily (load a wait PSW)
  - Wait on a CP resource (paging, DIAGNOSE I/O)
  - Leave SIE due to execution of a privileged instruction
- 300ms **queue drop test timer** set on dispatch list exit
  - Guest resuming activity within that period are reinserted into previous place in queue
  - Guests that don't go idle never get queue dropped!



How This Plays Out…

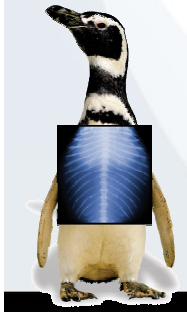
- CP scheduling is based on storage analysis
  - If not enough, guests are held in **Eligible list** (**E-list**)
  - Assumption: other guests will go idle, storage will become available soon
  - If not, E-listed guests never get scheduled
- Note: There's also an L-list
  - Users who are limited by their SHARE LIMITHARD setting
  - ***Not*** the same thing, but such users also don't run!
  - Other storage issues abound

Why This Goes Wrong

- Linux machines tend to:
  - Be quite large (virtual storage size)
  - Have working set close to virtual storage size
  - Stay active (rarely/never go idle)
- Linux real storage requirements are thus much higher than the average CMS guest
- If enough Linux guests are logged on, CP notices it will overcommit real storage
  - One or more such guests “lose”, are E-listed — and stay there!

How Does This Manifest?

- System is running along fine
  - One guest too many is started
  - Things “just stop”!
- Dispatched guests “should” go idle
  - Linux guests typically don’t, stay runnable all the time
- Historically, guests doing I/O were “active”
  - Recent releases have mostly eliminated this
- Remember the queue drop timer
  - Guests never go truly idle
  - Never get scheduled properly, so E-listing permanent!



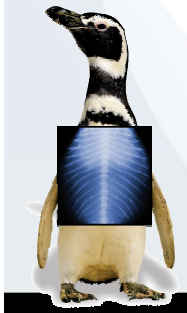
The Bitner CPU Buffet

Detection

- **`CP INDICATE QUEUES EXPANDED`** shows:

```
LINUX902       Q3 PS  00013577/00013567 .... -232.0 A00
LINUX901       Q3 PS  00030109/00030099 .... -231.7 A00
VSCS           Q1 R   00000128/00000106 .I.. -208.7 A00
VMLINUX3       Q3 IO  00052962/00051162 .... -.9398 A00
VMLINUX3 MP01  Q3 PS  00000000/00000000 ....  .0612 A00
LINUX123       E3 R   00177823/00196608 ....  5255. A00
```

  - **`HELP INDICATE QUEUES`** shows meaning of output
  - CP privilege class E required
  - **Note:** “deadline time” (sixth column) indicates when CP thinks the guest will run
  - Guest **`LINUX123`** is not running any time soon…



Remediation

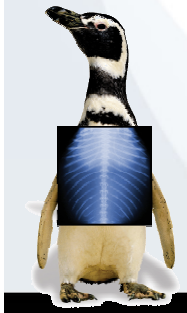
- Buy lots more storage ($<6K/GB — cheap!)
- Tune applications so guests do queue drop
  - Obviously only meaningful if guests are nominally idle
  - Remember **cron** et al. may wake them anyway
- Log off some guests
  - You didn't need that WAS application, did you?
- Tune guest storage sizes
  - Linux uses "extra" storage for file buffers
  - Smaller guests may actually perform ***better***
  - Define smaller guest virtual storage sizes, or use Collaborative Memory Management (CMM)

Diagnosing Kernel Problems

- Log onto Linux guest to see if it's even alive:
  - Hit ENTER, look for **`VM READ`**, **`login:`** prompt
  - No **`VM READ`** means Linux is "hung" (looping, E-listed, or somehow busted)
  - No login prompt could just mean **`login`** isn't running
    - Again, it helps to know what normal behavior is!
  - Look at SPOOLed console for Oops messages
- "What's an Oops?"
  - A system ABEND, in VM terms: a kernel failure
  - Like VM, may leave system in unusable state
  - Doesn't necessarily indicate code bug — faulty hardware can cause an Oops (unlikely on VM)

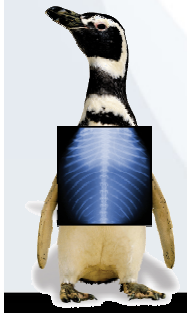
Basic Oops Analysis

- Utility **`ksymoops`** maps addresses in Oops output to kernel modules
  - Uses system map file, usually found in **`/boot`**
- Oops output used by **`ksymoops`** is in a file
  - Usually found in **`/var/log/messages`**
  - If **`syslogd`** not running, extract with **`dmesg`** utility (**`dmesg > oops.log`**)
  - If Linux not even that alive, cut&paste from console log, or type it back in!
  - **If cascading Oopses, only first usually relevant**



Diagnosing Kernel Loops

- Use **#CP INDICATE USER *linuxid* EXPANDED** to watch guest CPU time
  - If increasing rapidly, guest may be looping (could just be busy, though)
  - Also note I/O counts, look for massive I/O load
- If loop suspected, log onto guest, use **CP TRACE**:
  - **#CP TRACE INST RUN NOTERM PRINT**
  - Run a while; monitor with **#CP QUERY PRT * ALL**
  - Then issue **#CP TRACE END**, **#CP CLOSE PRT ***, and **RECEIVE** the file
  - Analyze for repeated hits/patterns (or ask vendor to)



Diagnosing Broken Linux Services

- Use **`ps aux`** to show what services are running, pipe through **`grep`** to find target:

  `# ps aux | grep ssh`

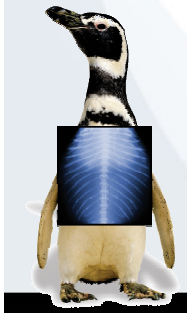
  - Finds any processes that mention "**`ssh`**" (may find the **`grep`** itself, too)
- Restart service that's not up and should be
  - Perhaps restart it anyway if it claims to be up but isn't responding!

Diagnosing Broken Linux Services

- Look at system log files
  - **`/var/log/messages`** often interesting
- **`dmesg`** also shows recent kernel messages
  - Looks at “kernel ring buffer”
    - Sort of like CP trace table, but just messages
- Look at logs for service in question
  - Location not predictable, alas
    - Prescribed by Linux Filesystem Hierarchy Standard, but...
    - Try **`/var/log/servicename`**, application directories
  - Note: Linux & VM times may differ (timezone, drift)
  - Default logging levels often omit useful information
    - May need to change, wait for reoccurrence

Diagnosing Resource Exhaustion

- If Linux runs short on a resource, results “may be unpredictable”
  - Well-behaved applications will fail in graceful ways
  - Severe/rapid resource depletion may prevent this
- Nothing unique about Linux resources:
  - Disk space
  - Memory
  - Page (swap) space
  - CPU
  - Any and all can run short!

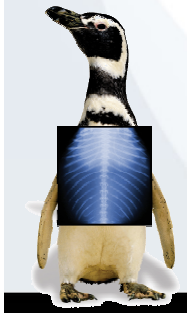


Diagnosing Disk Space Exhaustion

- Use "**df**" (Display Filesystems):

```
# df -a –h
Filesystem            Size  Used Avail Use% Mounted on
none                  592M   94M  464M  17% /
none                     0     0     0   -  /proc
none                     0     0     0   -  /dev/pts
/dev/dasd/0000/part1 485M   17M  468M   4% /tmp
```

- Most interesting part is "**Use%**"
  - Filesystems above 90% are suspect
    - May be full due to temporary file usage
  - Again, useful to know "normal" usage levels

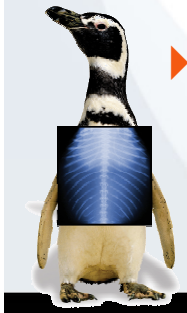


Diagnosing Memory Exhaustion

- Linux may take OOM errors when insufficient “real” (virtual) memory is available
  - Applications can get OOMs; kernel too (game over!)
- OOMs are reported on Linux console:

  `Out of Memory: Killed process (`*`processname`*`)`
  (application OOM)

  `Out of memory and no killable processes`
  (kernel OOM)
- ***`processname`*** same as **`ps`** would show
  - May or may not be actual problem process
- OOM killer configurable as of kernel level 2.4.23
  - Now applications may get individual memory allocation failures, must handle

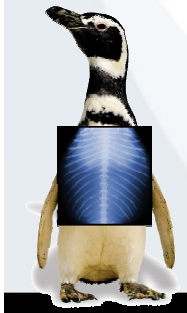


Diagnosing Memory Exhaustion

- **`free`** command displays system memory use:

```
# free -t
             total       used       free shared buffers
  cached
Mem:        191092     185160       5932      0   13032
  80548
-/+ buffers/cache:      91580      99512
Swap:       197176       2920     194256
Total:      388268     188092     200176
```

- "**`-/+ buffers/cache`**" line most interesting
  - Shows usage without file buffers and cache
  - Those pages reclaimable for system use (DPA, in VM terms)
  - If Swap space mostly/entirely in use, expect OOMs!



Diagnosing CPU Exhaustion

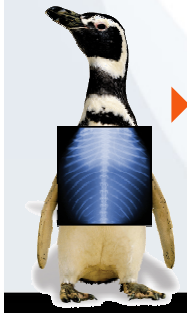
- As in most environments, a single application can grab enough CPU to slow Linux
  - Control mechanisms exist, but are not enabled by default
- **`top`** command is “performance monitor” tool
  - **`sar`** is a popular free alternative (see Resources)
  - Vendor tools exist (RMF PM, Velocity, Perfman — see Resources)
- **`uptime`** shows 1-, 5-, 15-minute CPU averages
  - Look for rising trend to show recent problem
  - Values above 1 mean CPU fully loaded (work waiting)
  - Rising values may not mean Linux is using more CPU
    - Could mean higher fraction of less available CPU

Output from `top` Command

```
 4:26pm  up 5 days,  7:10,  2 users,  load average: 1.00, 1.00, 1.00
82 processes: 80 sleeping, 2 running, 0 zombie, 0 stopped
CPU states:  0.8% user, 14.0% system,  0.0% nice, 85.1% idle
Mem:  191092K av, 185808K used,   5284K free,      0K shrd, 12976K buff
Swap: 197176K av,   2920K used, 194256K free                80288K
   cached
  PID USER  PRI  NI  SIZE  RSS SHARE STAT %CPU %MEM   TIME COMMAND
 6250 root   17   0  1060 1060   844 R     5.9  0.5   0:01 top
 6142 root    9   0  2320 2320  1828 S     0.3  1.2   0:02 sshd
    1 root    9   0   556  540   492 S     0.0  0.2   0:02 init
    2 root    9   0     0    0     0 SW    0.0  0.0   0:00 kmcheck
    3 root    9   0     0    0     0 SW    0.0  0.0   0:00 keventd
```

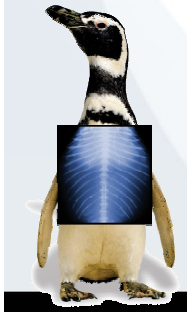
etc…

- Note that the top command is **`top`** itself!
  - Look at other candidates, note “heavy hitters”
  - “**`top d 5`**” auto-refreshes every 5 seconds, shows some trends
- See man page to interpret, especially **`STAT`** value
  - Note “**`0.0% nice`**”
  - Negative value would mean some tasks have priority



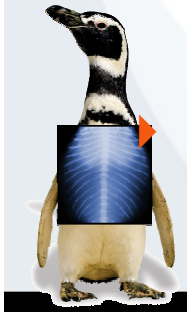
Other Performance Measurements

- Look at **`/proc/loadavg`**
  - 4th value: #processors/#processes running ("**`2/81`**")
  - 5th value: # of processes started since system boot
  - Rapidly changing 5th value = something going on!
- SNMP can provide data, depending on settings
  - Must be enabled, and SNMP collector operating somewhere!
  - Do *not* leave default passwords (public/private strings) in place (obvious, but far too many folks do)
- Linux I/O statistics may be useful
  - Enable by **`echo set on > /proc/dasd/statistics`**
  - Must be enabled ***before*** problem to be useful!
  - Data saved in **`/proc/dasd/statistics`**



Other Performance Measurements

- **`/proc/chandev`** shows state of devices
  - Useful if other evidence suggests a device problem
- Learn useful CP commands:
  - **`QUERY VIRTUAL ALL`** (lots of output!)
  - **`QUERY VIRTUAL DASD`** (show all virtual DASD)
  - **`QUERY VIRTUAL xxxx`** (show a specific device)
  - **`QUERY MDISK`** (show virtual DASD ownership)
- VM performance tools provide external performance measurement
  - Can profile usage; most don't show activity inside Linux



`iostat` (partner to **`sar`**) also does I/O monitoring

VM Monitor Data

- z/VM generates monitor data on demand
  - Highly granular, very efficient mechanism
- Linux for System z can, too
  - Data generated believed to be suspect
  - Must correlate with z/VM data to be meaningful
  - Stay tuned…

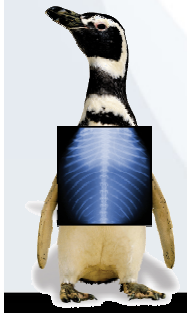
Voltage security

Penguin Forensics

Recording Evidence Before Burying the Body

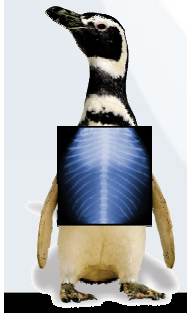
First Failure Data Capture

- IBM promotes First Failure Data Capture:
  - Collecting useful debugging information when a problem first occurs
  - “Try a reboot” is not FFDC!
  - VM, MVS, AIX, DB2, even Tivoli push FFDC
  - Windows XP Error Reporting is (sort of) FFDC
- As Linux matures, FFDC concepts seep in
  - Logging, trace tables, memory leak/overlay traps, more dump capabilities…
  - Still mostly not standard features, however — optional installs



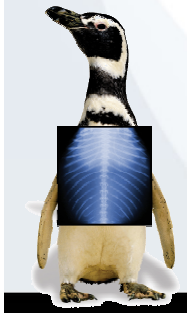
Log Levels

- **`syslogd`** (syslog daemon) collects and writes messages from various services, applications
  - Of course, it has to be running to be useful!
  - Can centralize messages from multiple systems
- Level of messages to be logged is configurable
  - Understanding logging levels for your services/applications is essential to ensuring FFDC
- Standard Linux **`syslogd`** isn't very smart/flexible
  - Insufficiently granular in many cases
  - Uses UDP—messages get lost due to network congestion
  - Alternatives exist, e.g., syslog-ng (**`www.balabit.com`**)



Cores

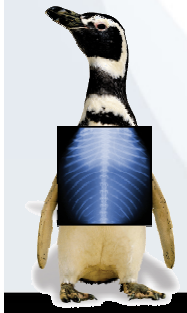
- Traditional *ix dumps were “core files”
  - Created when applications did something blatantly illegal
  - Created in current working directory, either **`core`** or **`core.pid`**
- Most distributions ship with cores disabled
  - Average user wouldn’t know what to do with them!
  - May contain sensitive data from running applications
- bash **`ulimit -c`** size enables (current login)
  - **`ulimit -c unlimited`** means “dump everything”
  - **`ulimit -c`** displays current setting (any value > 0 = enabled)
  - See **`man bash`** for details



Dumps

- LKCD (**`lcrash`**) — Linux Kernel Crash Dump
  - Must be installed *before* the problem occurs
  - **`lcrash`** is the “IPCS” tool to analyze the dump
- As a VMer, I want to **`VMDUMP`** a sick penguin:

  `#CP VMDUMP 0-END TO MAINT`
  - Use IBM **`vmconvert`** to convert to LKCD format
  - VM Dump Tool is programmable, could also handle
- Standalone dump available for z/Linux
  - IBM mini-manual: Using the Dump Tools (LNUX-1208-01) at **`www.ibm.com/servers/eserver/zseries/os/linux/pdf/l39dmp24.pdf`**
  - Analyze standalone dumps with **`lcrash`**, too



Linux Debugging Tools

- Kernel breakpoint tools:
  - KProbes (Kernel Probes):
    `www-128.ibm.com/developerworks/library/l-kprobes.html`
  - DProbes (Dynamic KProbes):
    `sourceforge.net/projects/dprobes/`
- Kernel event (trace table) logging:
  - LTT (Linux Trace Toolkit):
    `www.opersys.com/LTT/index.html`
  - Strace (System call Trace):
    Included in most modern distros (or Google it)

More Linux Debugging Tools

- Memory debuggers:
  - YAMD (Yet Another Malloc Debugger): **`www.cs.hmc.edu/~nate/yamd/`**
  - NJAMD (Not Just Another Malloc Debugger): **`fscked.org/proj/njamd.shtml`**
- General debugger:
  - gdb (The GNU Project Debugger): **`www.gnu.org/software/gdb/gdb.html`**

Learning to Debug Linux

- Zapping Linux bugs:
  - Visit **`www.ibmsystemsmag.com`** and search
- Mastering Linux debugging techniques:
  - **`www.ibm.com/developerworks/library/l-debug/?n-l-8152`**

FFDC: What To Save

- Linux data
  - System log files
  - Application log files
  - Any core files
  - Application configuration files
- VM data
  - VM console logs
  - CP command output
  - Trace files
  - Monitor data
  - Performance monitor reports
  - Any dumps
  - Guest directory entries

Voltage security

Conclusion

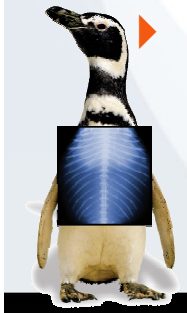
Summary

- To the VMer, Linux is obscure and opaque
- To the Linux expert, VM is the same!
- To provide proper support, learn to use the tools
  - Both VMers and Linux folks can learn from each other
- As always, use the community
  - **linux-390@marist.edu**: z/Linux mailing list
  - **ibmvm@listserv.uark.edu**: z/VM mailing list

z/VM and Linux — even better together!

Resources

- Velocity Software (ESALPS): **`www.velocity-software.com`**
- RMF PM:
  `www.ibm.com/servers/eserver/zseries/zos/rmf/rmfhtmls/pmweb/pmlin.html`
- Perfman: **`www.perfman.com`**
- sar (part of sysstat): **`freshmeat.net/projects/sysstat/`**
- ksymoops: **`www.gnu.org/directory/devel/debug/ksymoops.html`**
- Performance tips: **`www.vm.ibm.com/perf/tips/linuxper.html`**
- **RUNNABLE EXEC** (virtual machine status): email me



Contact Information and Credits

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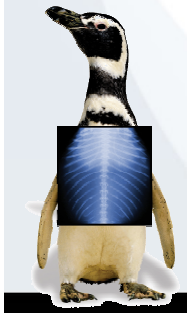

Thanks To…

Alex “Puffin” deVries

Scott Loveland

Neale Ferguson

Len Reed

Christopher Neufeld

Barton Robinson

Rod Stewart

Bob Thomas (z/Journal)

Rob van der Heij