

CCP Troubleshooting Upgrade 2.0.0

## Upgrade Troubleshooting

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# CLOUDERA

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# Troubleshooting

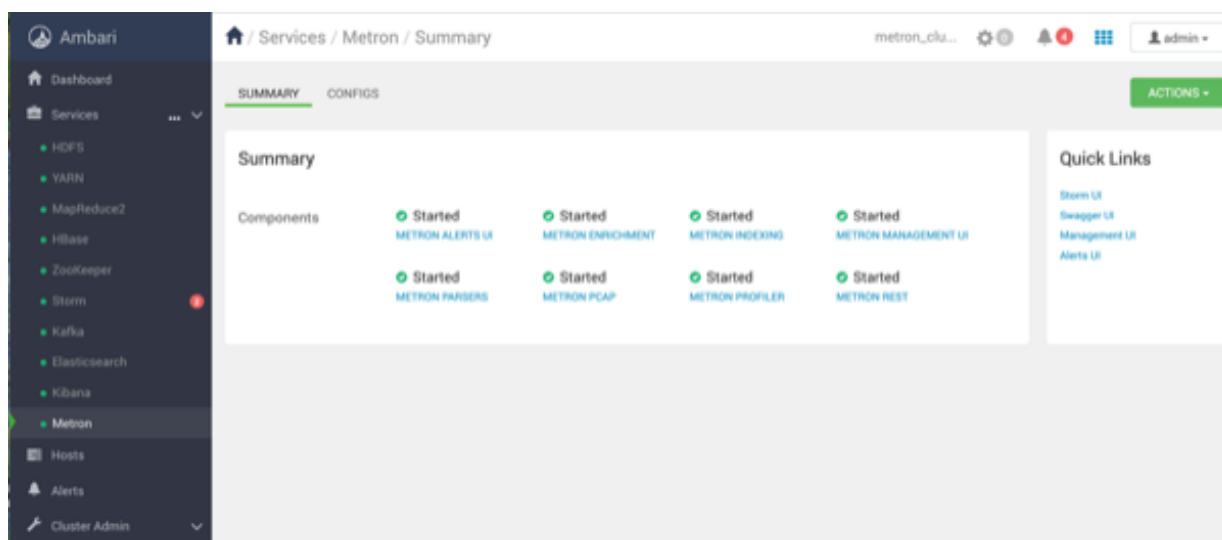
If you run into issues with your upgrade use the following troubleshooting tips to identify and resolve those issues.

## Checking the Status of the Parsers

If your parsers do not restart, you can use Ambari to check the status of the parsers and restart them.

### Procedure

1. From Ambari, click Metron in the Services panel and make sure you've selected the **SUMMARY** tab.



2. Click **METRON PARSERS** in the list of **Components**.  
Ambari displays a list of **Components**.

The screenshot displays the Ambari Summary page. At the top, there are tabs for SUMMARY, CONFIGS, ALERTS (with a red badge showing '2'), and VERSIONS. The SUMMARY tab is active. Below the tabs, there are two main sections: Components and Host Metrics.

**Components Section:**

Status	Name	Type	Action
✓	Timeline Service V1.5 / YARN	Master	...
✓	DRPC Server / Storm	Master	...
✓	Elasticsearch Master / Elasticsearch	Master	...
✓	Active HBase Master / HBase	Master	...
✓	History Server / MapReduce2	Master	...
✓	Kafka Broker / Kafka	Master	...
✓	Kibana Server / Kibana	Master	...
✓	Metron Alerts UI / Metron	Master	...
✓	Metron Enrichment / Metron	Master	...
✓	Metron Indexing / Metron	Master	...
✓	Metron Management UI / Metron	Master	...
✓	Metron Parsers / Metron	Master	...

**Host Metrics Section:**

This section displays various host metrics. Several metrics are currently showing "No Data Available":

- CPU Usage
- Load
- Network Usage
- NameNode Heap (displaying 2%)
- NameNode CF

3. Click the parser node you want to start, then, in the Action column, choose **Restart**.  
Click **OK** in the **Confirmation** dialog box.
4. Ambari displays a Background Operations dialog box that indicates the status of the restart.