

Troubleshooting

Date published: 2020-08-17

Date modified: 2023-01-25



Legal Notice

© Cloudera Inc. 2025. All rights reserved.

The documentation is and contains Cloudera proprietary information protected by copyright and other intellectual property rights. No license under copyright or any other intellectual property right is granted herein.

Unless otherwise noted, scripts and sample code are licensed under the Apache License, Version 2.0.

Copyright information for Cloudera software may be found within the documentation accompanying each component in a particular release.

Cloudera software includes software from various open source or other third party projects, and may be released under the Apache Software License 2.0 (“ASLv2”), the Affero General Public License version 3 (AGPLv3), or other license terms. Other software included may be released under the terms of alternative open source licenses. Please review the license and notice files accompanying the software for additional licensing information.

Please visit the Cloudera software product page for more information on Cloudera software. For more information on Cloudera support services, please visit either the Support or Sales page. Feel free to contact us directly to discuss your specific needs.

Cloudera reserves the right to change any products at any time, and without notice. Cloudera assumes no responsibility nor liability arising from the use of products, except as expressly agreed to in writing by Cloudera.

Cloudera, Cloudera Altus, HUE, Impala, Cloudera Impala, and other Cloudera marks are registered or unregistered trademarks in the United States and other countries. All other trademarks are the property of their respective owners.

Disclaimer: EXCEPT AS EXPRESSLY PROVIDED IN A WRITTEN AGREEMENT WITH CLOUDERA, CLOUDERA DOES NOT MAKE NOR GIVE ANY REPRESENTATION, WARRANTY, NOR COVENANT OF ANY KIND, WHETHER EXPRESS OR IMPLIED, IN CONNECTION WITH CLOUDERA TECHNOLOGY OR RELATED SUPPORT PROVIDED IN CONNECTION THEREWITH. CLOUDERA DOES NOT WARRANT THAT CLOUDERA PRODUCTS NOR SOFTWARE WILL OPERATE UNINTERRUPTED NOR THAT IT WILL BE FREE FROM DEFECTS NOR ERRORS, THAT IT WILL PROTECT YOUR DATA FROM LOSS, CORRUPTION NOR UNAVAILABILITY, NOR THAT IT WILL MEET ALL OF CUSTOMER’S BUSINESS REQUIREMENTS. WITHOUT LIMITING THE FOREGOING, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CLOUDERA EXPRESSLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A PARTICULAR PURPOSE AND ANY REPRESENTATION, WARRANTY, OR COVENANT BASED ON COURSE OF DEALING OR USAGE IN TRADE.

Contents

Locating Cloudera Data Warehouse Private Cloud logs.....	4
Downloading Hive diagnostic bundles in Data Warehouse Private Cloud.....	4
Impala queries fail.....	6

Locating Cloudera Data Warehouse Private Cloud logs

Learn how you can access logs for Cloudera Data Warehouse (CDW) Private Cloud.

About this task

When you generate logs using the Collect Diagnostic Bundles option from the environment, they are written to a partition on the Hive sys.logs table and are stored in the following location on HDFS:

```
/warehouse/[ ***ENVIRONMENT-NAMEabcde*** ]/[ ***DATABASE-CATALOG*** ]/warehouse/  
tablespace/external/hive/sys.db/logs
```

“abcde” is a random 5-character string that is appended to the environment name.

These partitions are retained for 7 days by default.

Procedure

1. Log in to the OpenShift or Experiences Compute Service (ECS) cluster and determine the location of the sys.logs table by running the following query:

```
DESCRIBE FORMATTED sys.logs;
```

This SQL statement returns information about the location of the table which contains the logs.

2. Use the location obtained in Step 1 to locate the CDW Private Cloud logs on the OpenShift or ECS clusters.

Downloading Hive diagnostic bundles in Data Warehouse Private Cloud


You can download diagnostic bundles for troubleshooting a Hive Virtual Warehouse in Cloudera Data Warehouse (CDW) Private Cloud. The diagnostic bundles contain log files for the sidecar containers that support Hive components and for the components themselves. These diagnostic bundles are stored on HDFS in the form of ZIP files.

About this task

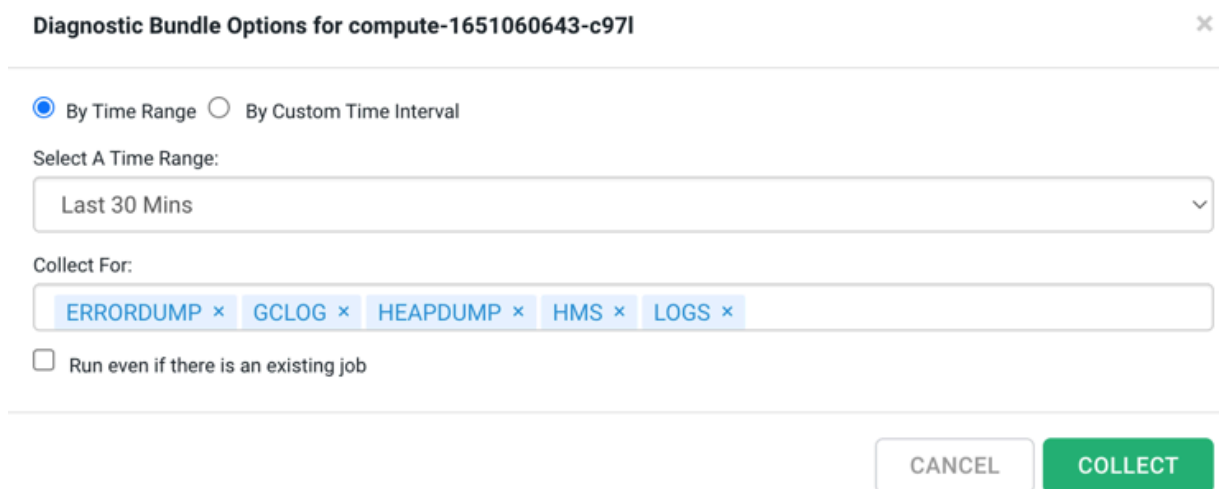
The log files are generated when you run some workloads on your Hive Virtual Warehouse.

Procedure

1. Log in to the Data Warehouse service as a DWAdmin.

- Go to a Hive Virtual Warehouse and click  Collect Diagnostic Bundle .

The options for generating the diagnostic bundles are displayed as shown in the following image:




- Select the time period for which you want to generate the logs.
 - Select the By Time Range option to generate logs from last 30 minutes, one hour, 12 hours, or 24 hours.
 - Select By Custom Time Interval option to generate logs for a specific time period based on your requirement.



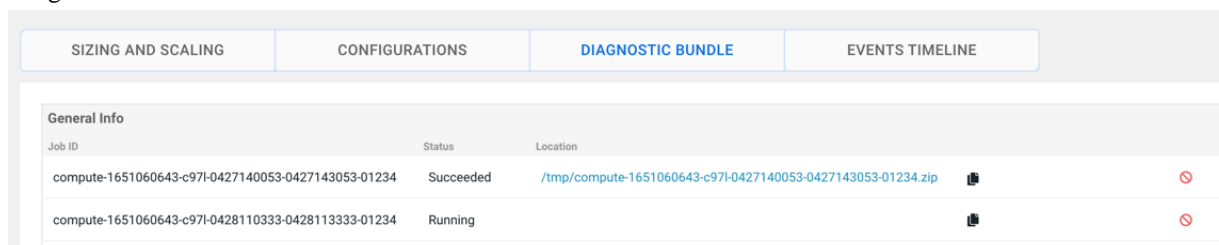
Note: You must set the time range as per the UTC timezone.



- Select the categories for which you want to generate the logs by selecting the options from the Collect For section. By default, ERRORDUMP, GCLOG, HEAPDUMP, HMS, LOGS, CRINFO, K8S-RESOURCE-INFO are selected. Click X to remove the ones you do not need.
 - ERRORDUMP contains exceptions from the containers
 - CGLOG contains JVM garbage collector-related logs
 - HEAPDUMP contains JVM heapdump
 - HMS contains sidecar container logs that support the metastore
 - LOGS contains logs of Hive, Coordinator, and Executor processes and their supporting containers
- Select the Run even if there is an existing job option to trigger another diagnostic bundle creation when one job is running.
- Click Collect.

The following message is displayed: Collection of Diagnostic Bundle for compute-1651060643-c971 initiated. Please go to details page for more information.

- Go to the Virtual Warehouses details page by clicking  Edit .
- Go to the **DIAGNOSTIC BUNDLE** tab.

The jobs that have been triggered for generating the diagnostic bundles are displayed, as shown in the following image:



General Info			
Job ID	Status	Location	
compute-1651060643-c971-0427140053-0427143053-01234	Succeeded	/tmp/compute-1651060643-c971-0427140053-0427143053-01234.zip	
compute-1651060643-c971-0428110333-0428113333-01234	Running		

- Click on the link in the Location column to download the diagnostic bundle to your computer.

Impala queries fail

Condition

Impala queries running with high concurrency fail on Embedded Container Service (ECS) with the following errors: Invalid or unknown query handle and Invalid session id.

Cause

Impala queries might fail because a single ECS server may not be able to handle the load. To resolve this issue, enable ECS High Availability and increase the ECS server replicas. This process is called promoting the ECS agents to servers. You must promote only one ECS agent at a time. This procedure is explained using an example where you promote the ECS agent on agent1.example.com and then promote the ECS agent on agent2.example.com.

Solution

Procedure

1. Prepare the agent node for promotion by running the following commands on the command line of your ECS server host.

```
sudo /var/lib/rancher/rke2/bin/kubectl --kubeconfig=/etc/rancher/rke2/rke2.yaml get nodes
```

```
sudo /var/lib/rancher/rke2/bin/kubectl --kubeconfig=/etc/rancher/rke2/rke2.yaml drain agent1.example.com --ignore-daemonsets --delete-emptydir-data
```



Note: This may take a few minutes.

2. In Cloudera Manager, navigate to ECS Cluster ECS . Stop the ECS Agent running on agent1 and then delete the agent by selecting the respective option from the Actions for Selected drop-down menu.

ECS-HACluster-01

Filters

- STATUS
 - Good Health 5
 - Stopped 1
- ROLE GROUP
- ROLE TYPE
- STATE
- HEALTH TEST

Actions for Selected (1)

	Status	Role Type	State	Hostname	Commission State	Role Group
<input type="checkbox"/>	Good	Ecs Agent	Started	agent1.example.com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Good	Ecs Agent	Started	agent2.example.com	Commissioned	Ecs Agent Default Group
<input checked="" type="checkbox"/>	Good	Ecs Agent	Stopped	agent1.example.com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Good	Ecs Agent	Started	agent3.example.com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Good	Ecs Agent	Started	agent4.example.com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Good	Ecs Server	Started	server1.example.com	Commissioned	Ecs Server Default Group

1 - 6 of 6

3. In Cloudera Manager, navigate to ECS Cluster ECS and click Add Role Instances.

Add Role Instances to ECS

1 Assign Roles

2 Review Changes

Assign Roles

You can specify the role assignments for your new roles here.

You can also view the role assignments by host. [View By Host](#)

Ecs Server × 1

Select hosts

Ecs Agent × 3

Select hosts

4. Add the available host agent1 as an ECS server in the Add Role Instances to ECS pop-up. Click Ok.

Add Role Instances to ECS

3 Hosts Selected

Select hosts for a new or existing role. The host list is filtered to remove hosts that are not valid candidates; these include hosts that are unhealthy, members of other clusters, or have an incompatible version of the software installed on them.

Q Enter hostnames: host01, IP addresses or rack

<input type="checkbox"/>	Hostname	IP Address	Rack	Cores	Physical Memory	Existing Roles	Added Roles
<input checked="" type="checkbox"/>	clev-ws1.sme-clev.athens.cloudera.com	10.113.207.11	/default	16	62.8 GiB	DS ES	ES
<input checked="" type="checkbox"/>	<div></div> .com	10.113.207.12	/default	16	62.8 GiB	DS	ES
<input checked="" type="checkbox"/>	<div></div> .com	10.113.207.13	/default	16	62.8 GiB	DS	ES
<input type="checkbox"/>	<div></div> .com	10.113.207.14	/default	16	62.8 GiB	DS EA	
<input type="checkbox"/>	<div></div> .com	10.113.207.18	/default	16	62.8 GiB	DS EA	
<input type="checkbox"/>	<div></div> .com	10.113.207.19	/default	16	62.8 GiB	DS EA	

1 - 6 of 6

Cancel

OK

Add Role Instances to ECS

1 Assign Roles

2 Review Changes

Assign Roles

You can specify the role assignments for your new roles here.

You can also view the role assignments by host. [View By Host](#)

Ecs Server × (1 + 2 New)

Ecs Agent × 3

Select hosts

5. Click Continue.

Experiences Cluster 1

Filters

- STATUS
 - Good Health 4
 - Stopped 2
- ROLE GROUP
- ROLE TYPE
- STATE
- HEALTH TEST

Actions for Selected

Status	Role Type	State	Hostname	Commission State	Role Group
<input type="checkbox"/>	Ecs Agent	Started	[redacted].com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Ecs Agent	Started	[redacted].com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Ecs Agent	Started	[redacted].com	Commissioned	Ecs Agent Default Group
<input type="checkbox"/>	Ecs Server	Stopped	[redacted].com	Commissioned	Ecs Server Default Group
<input type="checkbox"/>	Ecs Server	Stopped	[redacted].com	Commissioned	Ecs Server Default Group
<input type="checkbox"/>	Ecs Server	Started	[redacted].com	Commissioned	Ecs Server Default Group

1 - 6 of 6

6. Start the new ECS server from ECS Instances view. For example, start ECSServer on agent1.

Start

Status Running Context [Ecs Server](#) Jan 6, 4:03:12 AM [Abort](#)

Completed 0 of 1 step(s).

☒ Show All Steps ☐ Show Only Failed Steps ☐ Show Only Running Steps

Starting 1 roles on service 0/1 start commands completed.	Jan 6, 4:03:12 AM	Abort
Execute command Start this Ecs Server on role Ecs Server	Ecs Server Jan 6, 4:03:12 AM	Abort

[Abort](#) [Close](#)

7. On the command line, uncordon the node by running the following command:

```
sudo /var/lib/rancher/rke2/bin/kubect1 --kubeconfig=/etc/rancher/rke2/rke2.yaml uncordon agent1.example.com
```

8. Confirm the node's status from webUI or the command line by running the following command:

```
sudo /var/lib/rancher/rke2/bin/kubect1 --kubeconfig=/etc/rancher/rke2/rke2.yaml get nodes
```



Note: Do not proceed until node status is Ready. This may take several minutes.

kubernetes default Search

Cluster > Nodes

Workloads

- Cron Jobs
- Daemon Sets
- Deployments
- Jobs
- Pods

Nodes

Name	Labels	Ready	CPU requests (cores)	CPU limits (cores)	Memory requests (bytes)	Memory limits (bytes)	Pods	Created
[redacted].com	beta.kubernetes.io/arch: amd64 beta.kubernetes.io/os: linux ecs_role: master Show all	True	4.54 (28.38%)	0.00m (0.00%)	0.00 (0.00%)	0.00 (0.00%)	12 (10.91%)	48 seconds ago