

Cloudera Data Hub

# Troubleshooting Cloudera Data Hub

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The Cloudera logo is displayed in a bold, orange, sans-serif font. The word "CLOUDERA" is written in all caps, with the letter "E" stylized as three horizontal bars.

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## Checking logs

When troubleshooting Cloudera Data Hub clusters, you can access the following logs:

### Cloudera Manager logs

Cloudera Data Hub uses Cloudera Manager to orchestrate the installation of Cloudera Runtime components. Each instance in the cluster runs an Cloudera Manager agent which connects to the Cloudera Manager server. Cloudera Manager server is declared by the user during the cluster installation wizard.

Refer to the following documentation for information on how to access Cloudera Manager logs:

**Related Information**

[Cloudera Manager Logs](#)

### Recipe logs

Cloudera Data Hub supports “recipes” - user-provided customization scripts that can be run prior to or after cluster installation. It is the user’s responsibility to provide an idempotent well tested script. If the execution fails, the recipe logs can be found at `/var/log/recipes` on the nodes on which the recipes were executed.

It is advised, but not required to have an advanced logging mechanism in the script, as Cloudera Data Hub always logs every script that are run. Recipes are often the sources of installation failures as users might try to remove necessary packages or reconfigure services.

## Troubleshooting cluster creation

The following section lists common issues related to cluster creation.

### Failed to retrieve the server's certificate

Cloudera Data Hub cluster fails with "Infrastructure creation failed. Reason: Failed to retrieve the server's certificate".

When a cluster fails with "Infrastructure creation failed. Reason: Failed to retrieve the server's certificate", the most common reasons for this error are related to using your own custom image. If you are using your own custom image and if using the CLI, you must send the `imageId` explicitly in the CLI in the cluster template request.

### Quota limitations

Each cloud provider has quota limitations on various cloud resources, and these quotas can usually be increased on request. If there is an error message in Cloudera Data Hub stating that there are no more available EIPs (Elastic IP Address) or VPCs, you need to request more of these resources.

To see the limitations visit the cloud provider’s site:

- [AWS service limits](#)
- [Azure subscription and service limits, quotas, and constraints](#)

## Troubleshooting upgrade issues

The following section lists common issues related to upgrading Cloudera Data Hub clusters.

### Failed to start role of service profiler\_scheduler in cluster

While upgrading from Cloudera Runtime version 7.2.17 to 7.2.18, and specifically during the Cloudera Data Hub OS upgrade step, the cluster goes into the failure state. The following message is seen:

```
NODE_FAILURE:
New node(s) could not be added to the cluster. Reason Please find more details on Cloudera Manager UI. Failed command(s): Start(id=1546339088): Failed to start role profc6cf3856-PROFILER_SCHEDULER_AGENT-484032cb8f17cacf9e684efe50 of service profiler_scheduler in cluster cdp-dc-profilers-258395ef.
```

Impact on Cloudera Data Catalog profilers:

If the Cloudera Data Hub cluster is not created, the profilers will not be created in Cloudera Runtime 7.2.18 version.

Workaround:

You must use the following process to bring up the Cloudera Data Catalog profilers in the 7.2.18 version.

1. First you must delete your existing 7.2.17 clusters. For more information, see [Deleting profiler cluster](#).
2. Next, after you upgrade to the 7.2.18 Data Lake, then you can launch the Cloudera Data Catalog profilers. For more information, see [Launch profiler cluster](#).



**Note:** There is no data loss expected on the users' side or the Profiler analysis. However, the only loss that could be expected is related to the last runtime value of the profiler and the profiler run history. The Profiler Last Runtime history refers to the records of how many runs of the profiler are displayed on the history page. It includes information on whether the runs were completed successfully or resulted in failures.