

# Troubleshoot the Log Collect Process Hung Error in vDRA

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## Introduction

This document describes how to troubleshoot the log collect process hung error in Diameter Routing Agent (vDRA).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Linux
- CPS
- Policy Control Rule Function (PCRF)
- Diameter Routing Agent (vDRA)
- Docker Container

Cisco recommends that you must have privilege access:

- Root access to CPS vDRA CLI
- qns-svn user access to CPS GUIs (Policy builder and CPS Central)

### Components Used

The information in this document is based on these software and hardware versions:

- CPS cisco-policy-dra 22.1.0
- Docker container

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# Background Information

Automated Log collection helps to collect all required logs from vDRA for Outage conditions. The `log collect` command supports the collection of all possible logs across all Virtual Machines (VMs) with a single command.

- List of logs that are collected: Consolidated QNS LogsConsolidated PB LogsOrchestrator LogsTop commandDocker Container LogsJournalctl LogsMongo logs
- Support to collect heapdump
- Support to collect threaddump
- Support to collect logs category wise
- Support to collect logs vmwise
- Support to configure details of external / DIM server to which logs must be copied
- Support to display the current feature configs

## Problem

The `log collect` command is the automated log collection for outage conditions that collects various logs and compresses them into the Cisco Policy Suite (CPS) log archive.

The `log collect` process is already running... so exiting error is reported a new log collection is initiated while another log collection has not been completed yet. The same error is reported when the utility hung.

```
admin@orchestrator[labnode]# log collect all duration 1
log collect process is already running... so exiting
```

## Solution

1. Restart the log collection process

```
cps@master-0:~$ docker exec -it orchestrator bash
root@orchestrator:/# ls -l /var/log/broadhop/log-collect.pid
root@orchestrator:/# rm -rf /var/log/broadhop/log-collect.pid
```

2. Check the external server configuration with the `log collect show` command.

```
admin@orchestrator[labnode]# log collect show
Log collect configurations Current Value
-----
ip 10.10.10.20
port 22
user user
password ABCDEF0123456789ABCDEF0123456789
```

3. Execute the `log collect all` command to collect logs and copy the compressed log file to the external server.

**Caution:** The duration time period in hours must be a natural integer number. For example 1. Decimal numbers are not allowed.

```
log collect all [ duration <timeperiod in hours> ]
```