

Purpose: To supplement the APM Support Troubleshooting Guide with common issues, possible causes, logs to request, troubleshooting techniques, and documents to review.

TIM Breakfix

Date	10-02-2012
Version	.02

Issue 1: TIM Restarts

What to Ask for::

=====**TEMPLATE**=====

Ticket Template:
Please provide the following for a software-only TIM (Putty/ssh into the TIM UNIX Console.)
1) output of /etc/sysconfig/network-scripts/ifcfg-eth1 (or equivalent monitoring interface)
2) TIM logs with these TIM trace options enabled (sessions and logins, connections)
3) packet capture (tcpdump -i eth1 or monitoring port equivalent-X -w file)
4) output of ifconfig

Please provide the following from TIM System Setup::
Screenshot of
-TIM SSL Statistics
- Tim Status

Please provide a SSLDump. See the attached for installation and configuration directions

- Complete TIM Logs and Configuration Files include log files and protocolstats

Possible Causes:

Dirty Traffic,
Traffic Load,
Unsupported SSL Ciphers,
Too Many Defects/Users HTTP PPlugins

Techniques

Run SSL Dump
Review protocolstats files
Run Wireshark in Expert Mode

Documents

→ Support Troubleshooting Guide
→ CEM Troubleshooting 4.2

Issue 2: Unable to Record at All or Partially.

What to Ask For:

=====**TEMPLATE**=====

Please provide the following for a software-only TIM (Putty/ssh into TIM)
1) output of /etc/sysconfig/network-scripts/ifcfg-eth1 (or equivalent monitoring interface)
2) TIM logs with these TIM trace options enabled (sessions and logins, connections)
3) packet capture (tcpdump -i eth1 or monitoring port equivalent-X -w file)
4) output of ifconfig
5) ssldump

Please provide the following from TIM System Setup::
Screenshot of -TIM SSL Statistics - Tim Status -
Complete TIM Logs and Configuration Files include log files and protocolstats

Please turn on HTTP Component, HTTP Parameters, Sessions and Logins in Tim Trace Options

Possible Causes

Network Issues (See Network-Related Issues) such as out of order traffic
- No Accept-Language header in Request
- No Content-Type in Request or Request
- Not Seeing two-way traffic (requests and responses)
- SSL issues (See Unable to Decode SSL Traffic)

Techniques

Check TIM Logs for particular transaction.
Remove and Re-add TIM Monitor to APM GUI
Eliminate Networking as a Cause

Eliminate networking as a cause
Can I record a specific application?
Can I record a transaction within an application?
Can I record with a specific subnet?
Can I record with a specific Browser?
Can I record with a specific user?
Is it recording but showing up in a delay or with a non-identifying transaction?

Documents

→ TIM Readiness Guide

Issue 3: Unable to Decode SSL Traffic

What to Ask For

=====**TEMPLATE**=====

Please provide the following from TIM System Setup::
Screenshot of -TIM SSL Statistics - Tim Status -
Complete TIM Logs and Configuration Files include log files and protocolstats

Please turn on HTTP Component, HTTP Parameters, Sessions and Logins in Tim Trace Options

Please do a SSI Dump (See attached directions to install and configure

Possible Causes

- Networking Issues (See Network-Related Issues) such as out of order traffic
- Unsupported SSL Ciphers
- Wrong Private Keys
- Wrong Certificate
- See Joerg Mertin document for other causes

Techniques

See Joerg Mertin document for techniques
Use SSLDump
Review Network Health Techniques (Check Expert Mode in Wireshark)

Documents

→ SSL Guide

Issue 4: Not Seeing Traffic in Packet Statistics

What to Ask For:

=====**TEMPLATE**=====

Please provide the following for a software-only TIM (Putty/ssh into TIM UNIX Console.)
1) output of /etc/sysconfig/network-scripts/ifcfg-eth1 (or equivalent monitoring interface)
2) TIM logs with these TIM trace options enabled (sessions and logins, connections)
3) packet capture (tcpdump -i eth1 or monitoring port equivalent-X -w file)
4) output of ifconfig

Possible Causes

No Traffic
Span or Another Device Filtering Out traffic
ifcfg-eth1 is incorrect
power is off on TIM
Span/Tap/Aggregator connection is disconnected

Techniques

Eliminate Networking as a Cause
Restart/Reboot TIM
Remove/Re-Add TIM TO APM GUI

Check ifconfig on TIM
Number of packets you are seeing (lot/little)
Number of dropped packets
Number of packets with errors

Remove Web Server Filters
Review Tim Network Connection

Documents

→ TIM Readiness Guide
→ Packet Loss White Paper