Troubleshoot Postgres in CloudCenter 4.8.2

Contents

Introduction

This document describes some commands and file locations that can be used in order to troubleshoot Postgres issues in CloudCenter 4.8.2.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based in CloudCenter 4.8.2.

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, make sure that you understand the potential impact of any command.

What is the command to manually start Postgres?

```
systemctl start postgres-9.6
```

This command can be modified in order to stop or restart the service and can be helpful to determine if Postgres can start correctly. If it starts to read the output as it will often provide more detailed error messages

Where are Postgres logs?

Logs for the postgres service are not stored with other CloudCenter logs, instead it is in the

/var/lib/pgsql/9.6/data/pg_log/ folder.

Where is the Postgres configuration stored?

/var/lib/pgsql/9.6/data/pg_hba.conf is one of the files modified by the ccm config wizard.

How can you enter the CCM DNS name instead of the CCM IP when you run the configuration wizard?

Go ahead and enter the CCM DNS name in the config wizard. Navigate to **/var/lib/pgsql/9.6/data/pg_hba.conf** and you will see the DNS name followed by a "/32", simply edit that line to show only the DNS name without /32 appended and hit save. Then follow the instructions mentioned to manually start the Postgres database.