CF911:
SOLVING FREQUENT CF SERVER PROBLEMS IN NEW/BETTER WAYS

Charlie Arehart
Independent Consultant

charlie@carehart.org / @carehart

WHY WE'RE HERE

- People face CF server problems quite often

  - Server "crashes" or "locks up"

  - CPU or memory go "way up"

  - What's the common solution?

- There is a better way…

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A BETTER WAY

- I help people with such problems every day

  - Remote, short-term shared desktop sessions

  - Solving problems while educating them

- Sharing here my experience doing that for past several years

  - I focus on diagnostics, rather than "try this" approach

  - I find that most people are not aware of many resources, tools

- We'll focus here on several of those resources/tools in this talk

  - Will point to resources at end with links to more details

- Might want to move forward in the room

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WHAT WE'LL BE COVERING

- Logs: there's more to them than you may think

- Monitoring CF: perhaps some unexpected discoveries

- Beyond "watching monitors"

- Watching specific trouble spots

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NOTES

- Will focus on ColdFusion in this session

    - Concepts apply as well to Railo, BD, OpenBD, JEE servers

- Not focused here on CF10 particularly. Will make some mention

- Will show Windows, but concepts and some tools apply to *nix

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CHARLIE@CAREHART.ORG

ABOUT CHARLIE AREHART

Independent Consultant

- 15+ yrs CF experience (30+ Enterprise IT)
- Certified Adv CF Developer, Instructor
- Adobe Forum MVP, Doc wiki moderator
- Co-author CFWACK books: 8, 9, 10
- Living in Alpharetta, Georgia (Atlanta)

Web home at www.carehart.org

- 100+ presentations, 80+ articles, 400+ blog entries
- UGTV: recordings of 600+ presos by 300+ speakers
- CF411.com: 1800+ tools/resources, 150+ categories
- CF911.com: CF server troubleshooting resources
- Hosting courtesy of EdgeWeb Hosting
- Consulting: available for CF troubleshooting, tuning
  - Remote or on-site; on-demand, single instance is ok

LOGS: THERE'S MORE TO THEM THAN YOU MAY THINK

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- Log file locations

- Key log file content

- Configuring still more logging

- Using logs with crashes/hangs

- Viewing logs

- Searching logs

- Saving logs over time

- New logs in cf10 (metrics, access) more later

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MONITORING CF: PERHAPS SOME UNEXPECTED DISCOVERIES

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- CF Standard vs Enterprise, CF8/9/10 vs CF7/6

- Low-end solutions

  - CFSTAT (command line tool)

  - JRun metrics logging (CF9 and earlier)

  - CF10 metrics log

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- ColdFusion Enterprise Server Monitor (CF 8 Ent and above)

  - Impact, depends on "start" buttons enabled

  - Sidebar: What if no "start" buttons appear?

  - Free stuff (even if no "start" buttons enabled)

  - More aspects of monitor later

- Sidebar: CF10 Admin "single user at a time" problem

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- FusionReactor and SeeFusion

  - Third party commercial CF monitoring solutions

  - FR actually works with Railo, BD, OpenBD, Solr

    - Indeed, any Java server (and in FR5, any Java app)

  - Both have free trials

  - Some overlap among the 3 monitors, each has disctinctives

  - Will show off each as we proceed

- Sidebar: Monitoring multiple instances at once

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BEYOND "WATCHING MONITORS"

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- Stack tracing: What's happening right now in a request

- Alerts: Warn me when I'm not watching/can't watch monitor(s)

- What has happened vs what is happening

  - Monitor history features

  - Logs (CFSM, SeeFusion, FusionReactor)

- Sidebar: FusionAnalytics

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WATCHING SPECIFIC TROUBLE SPOTS

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- Memory

- Request activity

- Queries

- Sessions

- Query caching

- Template caching

- Client activity

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SOME PARTICULAR, COMMON CHALLENGES

- Configuring CF Admin "Request Tuning" page

- Timeouts and killing requests

- Spiders, bots, and other automated requests

- Client variables, perhaps unexpected impact

- CFDocument, image resize unexpected impact

- Changes in CF10 caching: now per-app by default

- Need to update CF10 connector after some updates

- Properly applying updates to CF9 and earlier

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SUMMARY

- We covered a lot of ground

  - Logs: there's more to them than you may think

  - Monitoring CF: perhaps some unexpected discoveries

  - Beyond "watching monitors"

  - Watching specific trouble spots

- Fortunately, nearly all topics are covered to some degree in docs, blogs, presentations, etc

  - ….

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RESOURCES

- CF911.com

  - A repository of CF server troubleshooting resources

- CF411.com/cfconsult

  - A list of CF server troubleshooting consultants

- CArehart.org/consulting

  - Recall my approach: remote, using diagnostics, teaching you

  - Can help with troubleshooting, migration, config, security, etc.

  - See page for approach, rates, satisfaction guarantee, more

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CONCLUSION

- Hope you feel that you learned a lot

  - Use the resources mentioned to remind you, learn still more

  - Contact me personally if you need a pointer to anything mentioned

- With that, did you enjoy the session?

  - Don't forget to fill out your evaluations!

  - Any questions?

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CHARLIE@CAREHART.ORG