



# Help! My Jenkins is Down!

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CloudBees

<http://cloudbees.com>

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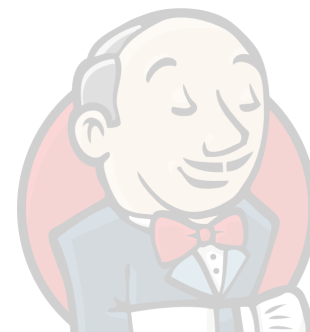
#jenkinsconf

## Who am I?

- Support engineer at CloudBees.
- Previously worked on Eclipse Hudson.
- Core Contributor
- Subversion 1.8 migration
- Maintainer of Cobertura

### Contact -

- Github ID: christ66
- IRC: schristou
- Twitter: @schristou88



Stephen Connolly != Steven Christou





# Encountered an issue?







When Jenkins goes down, my first rule is....





**DON'T  
PANIC**





# Usual first reaction



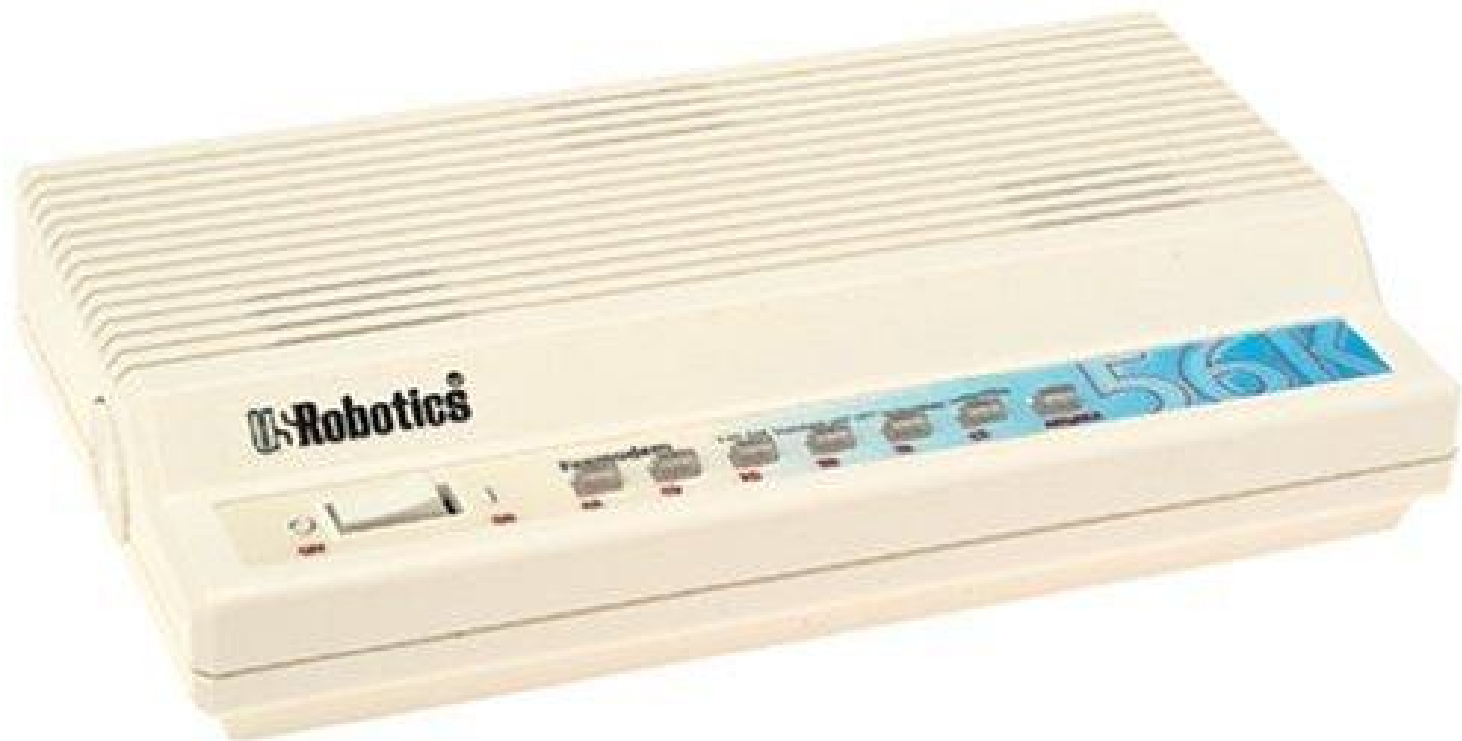
# HELPDESK

HAVE U TRIED TURNING IT OFF  
AND ON AGAIN?





# User Experience





## The website cannot display the page

Most likely causes:

- The website is under maintenance.
- The website has a programming error.

What you can try:

- Retype the address.
- Go back to the previous page.
- [More information](#)



# This webpage is not available

[Details](#)

Reload





## Jenkins is down!



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[Details](#)

Reload





Story Time:  
The build that is taking an extended nap.



I am not panicking, now what?



## Thread Dump



JENKINS\_URL/threadDump



kill -3 \$PID





jstack \$PID



## Moral of the story

- Don't panic.
- Thread dump.



Story Time:  
Please reply to my http request!



## Demo Time!



## What happened?



While talking with Kohsuke...





## Support core plugin



## Get All Slow Requests

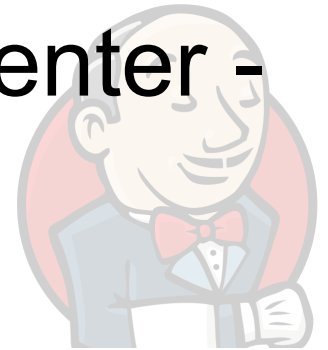


## Moral of the story

- Thread dump required
- Support core plugin with slow requests



# Jenkins Operations Center - Monitoring Plugin



ENABLE AUTO REFRESH

Jenkins &gt; Jenkins Production &gt;

All **Jenkins Production** Kibana View Kibana Viewinconst hello metrics multiple masters +

Edit View Delete View

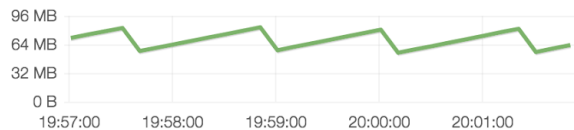
## JOC Monitoring

5 minutes ago to a few seconds ago refreshed every 5s

### JVM MEMORY: HEAP USED

[View](#) | [Zoom Out](#)

53aa0c8628b2e9c4eadf40ed40cdd8a94927985bc4df667796ec855de8bbe8de  
(Instance ID) (30)

**vm.memory.heap.used.value** mean per 1s | (30 hits)

### JVM MEMORY: NON-HEAP USED

[View](#) | [Zoom Out](#)

53aa0c8628b2e9c4eadf40ed40cdd8a94927985bc4df667796ec855de8bbe8de  
(Instance ID) (30)

**vm.memory.non-heap.used.value** mean per 1s | (30 hits)

### JVM LOAD

[View](#) | [Zoom Out](#)

53aa0c8628b2e9c4eadf40ed40cdd8a94927985bc4df667796ec855de8bbe8de  
(Instance ID) (30)

**vm.cpu.load.value** mean per 1s | (30 hits)

### SYSTEM LOAD

[View](#) | [Zoom Out](#)

53aa0c8628b2e9c4eadf40ed40cdd8a94927985bc4df667796ec855de8bbe8de  
(Instance ID) (30)

**system.cpu.load.value** mean per 1s | (30 hits)

### BUILDS PENDING

[View](#) | [Zoom Out](#)

53aa0c8628b2e9c4eadf40ed40cdd8a94927985bc4df667796ec855de8bbe8de  
(Instance ID) (30)

**jenkins.queue.size.value** max per 1s | (30 hits)



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Details

Reload



## Story Time: Logs, Logs, Logs!



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## Master/Slave logs





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## Remote FS



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[Reload](#)



Logging in is tedious though. If only...



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## Support core plugin



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[Reload](#)



## Moral of the story:

- Logs!
- Master and Slaves

## Credits



- Spike Washburn and Michael Neale - Listening and improving my presentation (a lot).
- Kohsuke Kawaguchi - Got his thumbs up!

## Thank You To Our Sponsors

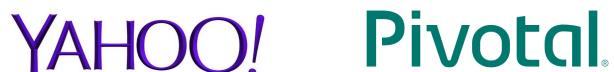
### Platinum



### Gold



### Silver



### Corporate

