Troubleshooting Error Logs for Platform Jobs

Civis Platform Training

Training Objective

After this training, you'll be able to:
- Identify job and workflow errors in Civis Platform
- Take steps to solve the errors
- Reach out to Civis Support to help troubleshoot the errors, if needed

Training Roadmap

- What is a Log in Civis Platform?
- Navigating to an Error Log
- Identifying the Error
- Troubleshooting the Error
- Common Errors and Solutions
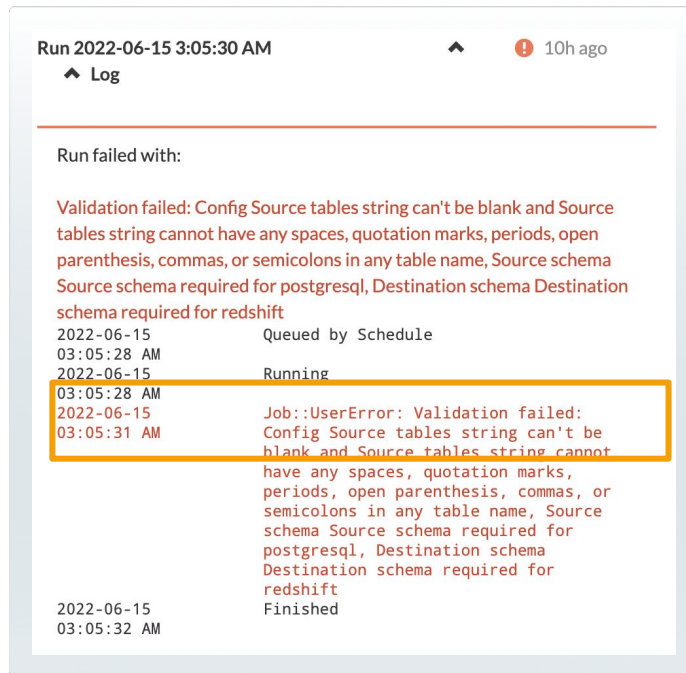- Reaching out to Civis Support

What is a Log in Civis Platform?

- Every job run in Platform has a run log recording the actions taken and timestamps of those actions
  - Regardless of Success or Failure
- If a job fails, the log can help you identify the reason for the failure
- Scripts may write their results to a file, generate a new report, or even create other new scripts
  - You can access these outputs in the log

History ✕

Run ID: 390787109

Status ✅ 3mos ago
Duration 0 hr 00 min 02 sec

Outputs ⌄

Logs

```
03/24/2022 4:00:41 PM   unloading to s3
03/24/2022 4:00:41 PM   Beginning unload...
03/24/2022 4:00:42 PM   Unloaded data to s3://civis-
                        console/orgs/acme/exports/142068273/390787109/Script_
                        Exported 10 rows
03/24/2022 4:00:43 PM   Uploaded: https://civis-console.s3-fips.us-east-
                        1.amazonaws.com/orgs/acme/exports/142068273/390787109
                        response-content-
                        disposition=attachment%3B%20filename%3D%22Script_from
                        content-encoding=gzip&response-content-
                        type=text%2Fcsv&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-
                        Amz-
                        Credential=ASIAZMDKVVUA7XLR27QR%2F20220324%2Fus-
                        east-1%2Fs3%2Faws4_request&X-Amz-
                        Date=20220324T210043Z&X-Amz-Expires=129600&X-Amz-
                        SignedHeaders=host&X-Amz-Security-
                        Token=IQoJb3JpZ2luX2VjEN3%2F%2F%2F%2F%2F%2F%2F%2F%2F%
                        Amz-
                        Signature=ea8873e74d0d269103ff74de4f8e5f6b6fd6f9d6dbe
03/24/2022 4:00:43 PM   Cache entry created at 2022-03-24 05:00:41 PM EDT
03/24/2022 4:00:43 PM   Finished
```

Navigating to an Error Log

- To access job logs, click "Run History" or "History" on the right side of the job
  - The icon beside History indicates the status of the most recent run
- In the History pane, select the ID (or the carrot) to open the log for a particular run
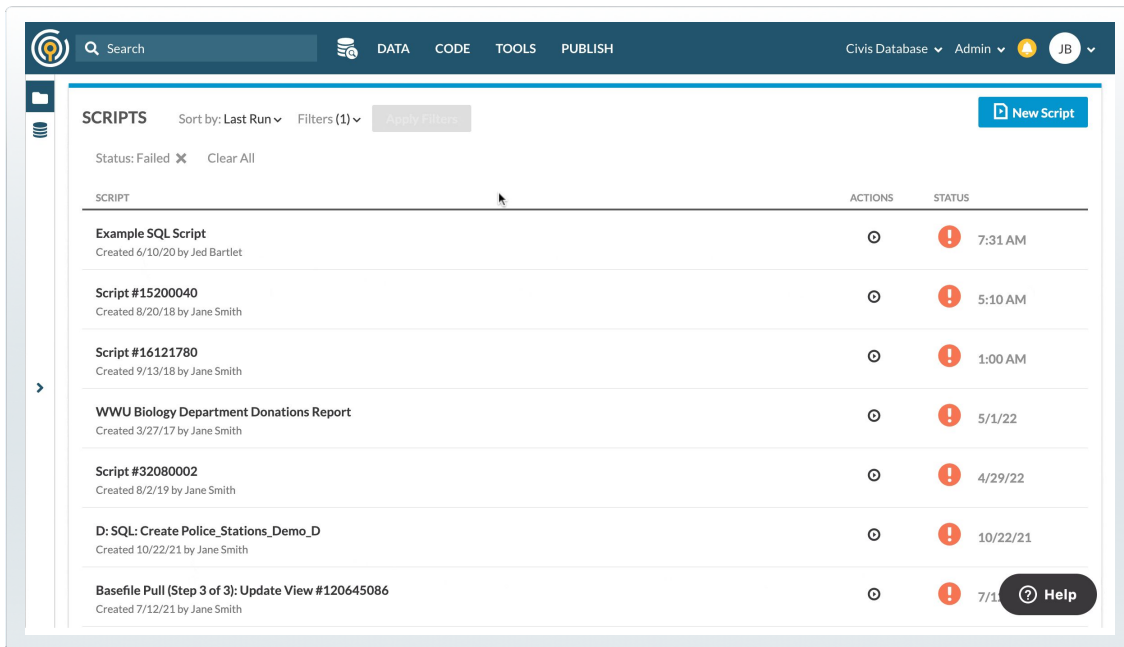
Identifying the Error

- With the error log open, you can use the following tips to locate the error:
  - Scroll to the bottom of the log; the error is usually located near the end
  - Look for RED text
    - note: red text does not always indicate an error, but will get you close
  - CTRL+F search for "error", "failed", or "failure"

Run 2022-06-15 3:05:30 AM   ⌃   ⊘ 10h ago
⌃ Log

Run failed with:

Validation failed: Config Source tables string can't be blank and Source tables string cannot have any spaces, quotation marks, periods, open parenthesis, commas, or semicolons in any table name, Source schema Source schema required for postgresql, Destination schema Destination schema required for redshift

2022-06-15 03:05:28 AM	Queued by Schedule
2022-06-15 03:05:28 AM	Running
2022-06-15 03:05:31 AM	Job::UserError: Validation failed: Config Source tables string can't be blank and Source tables string cannot have any spaces, quotation marks, periods, open parenthesis, commas, or semicolons in any table name, Source schema Source schema required for postgresql, Destination schema Destination schema required for redshift
2022-06-15 03:05:32 AM	Finished

Troubleshooting the Error

The following steps may help you troubleshoot an error:

- **For any sort of permission or read error:**
  - Ensure you have access to the necessary tables/scripts/credentials to run the job.
    - Check with your team members for access to objects they may own.
    - If you had access to a schema or table in the past and are now receiving a permission error, the table may have been dropped and recreated during a refresh, thus resetting permissions
      - Please review our help doc on how to [Alter Default Privileges](#) if this is happening

- **For a SQL or code error:**
  - Check your code for formatting and typos
  - Ask a team member to QA your code and try re-running the job

Troubleshooting the Error, Continued

- **For an error message while trying to run an import or export from Civis Platform:**
  - We suggest googling the error message for assistance before sending in a support ticket.
    - Often, AWS documentation or other online resources will have helpful tips. For an integration error, the issue may be associated with the other system/source, so we recommend reviewing the credentials, connection, and other system/source help documentation as well.

- **If you've had a successful run before:**
  - Review the successful run and compare it to the failed run.
  - Identify the steps that succeeded and failed to pinpoint your troubleshooting steps.

- **Occasionally, simply rerunning the job will solve the error:**
  - So if you've navigated through all of the steps and are still having trouble, please try to rerun the job once or twice before sending in a support ticket.

Common Errors and Solutions

Error	Solution
`Error connecting to source database: JDBC connection error for host <hostname>`	The URL for the connection may be misformatted, review this documentation for guidance on formatting the URL.
`UserError: Validation failed: <parameter> required`	Several script templates have required fields. Add an argument for all required fields and try again.
`Error in SQL: <schema.table> does not exist`	This type of error can occur during an import if you're trying to create a table in a schema that does not exist. Create the schema from the query pane and rerun the job.

Common Errors and Solutions

Error	Solution
`Failed to sync some datasets. The following errors were encountered: execution expired`	This type of error typically occurs due to a general timeout issue; in most cases a retry is effective at resolving the issue.
`Error in SQL: permission denied for schema <schema name>`	Determine who has access to the schema and ask them to grant you access to the schema
`civis.base.CivisJobFailure: Invalid Database Username or Password. Please update your credential.`	Reset your database password (link to help doc)
`Run Error: execution expired`	This type of error typically occurs due to a general timeout issue; in most cases a retry is effective at resolving the issue

Reaching out to Civis Support

- If you're unable to solve the error yourself and need technical assistance, please contact our Support Team through the Help Widget in Platform or via email (support@civisanalytics.com)
- When sending in support requests for troubleshooting error messages, please include:
  - A detailed message with your request
  - A link to the relevant job(s)
  - The error message
  - The steps you've taken to resolve the issue
  - The urgency of the request