

Troubleshoot Unable to Log in to Telemetry Broker Manager - Web User Interface Displays 502 Error

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Introduction

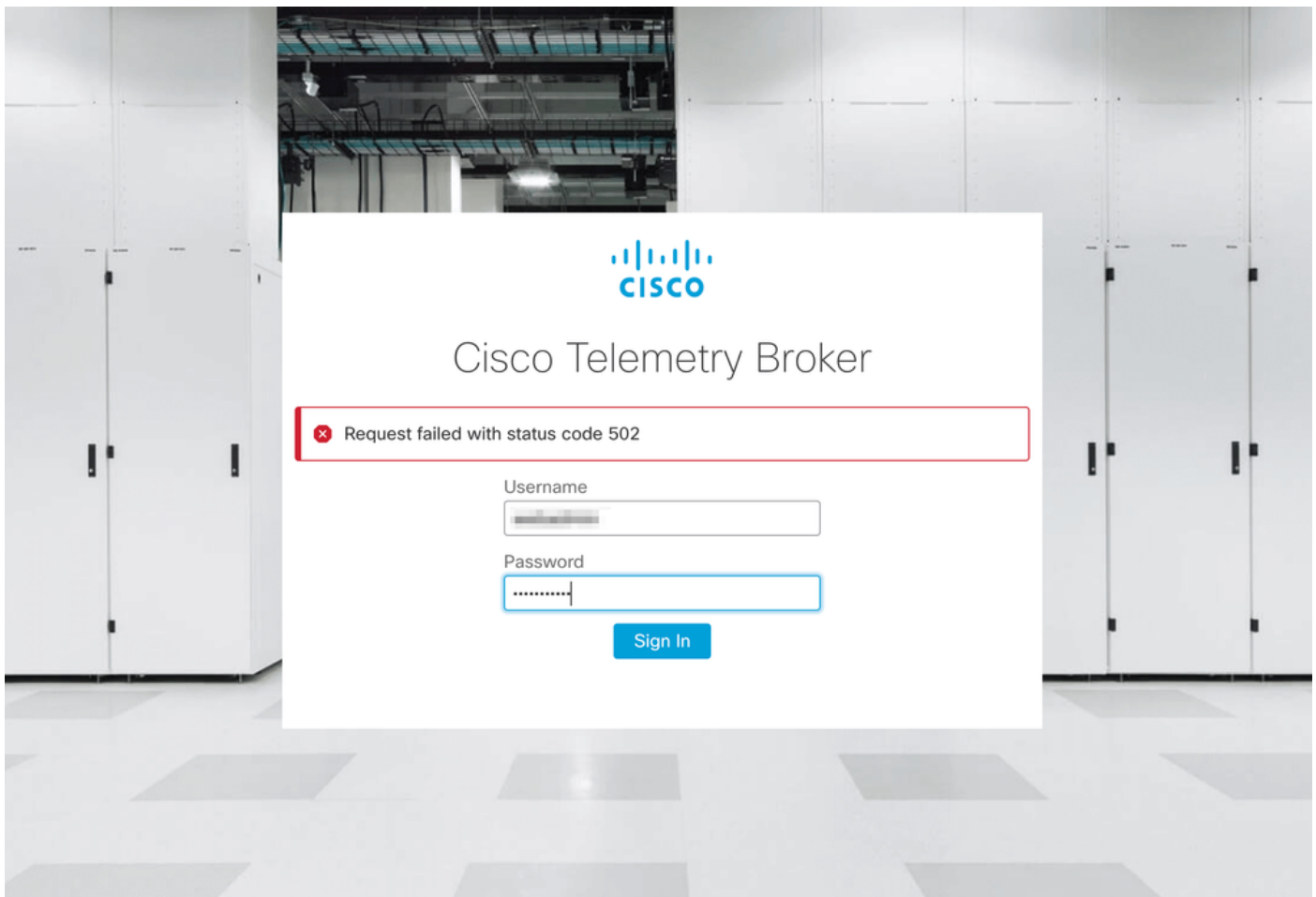
This document describes the procedure to troubleshoot "502" errors when users log in to the Cisco Telemetry Broker (CTB) Web User Interface (UI).

Prerequisites

- Basic Cisco Telemetry Broker knowledge

Procedure

There are some times when users are no longer able to log in to the CTB Manager Web UI right after a software update was completed. The web UI displays a **Request failed with status code 502** error:



This happens when the **telegraf** service has errors. To confirm this is your case, proceed as follows:

1. Log in to the CTB Manager Node with **admin** credentials via SSH.
2. Run the **sudo su** command and enter the password for admin to gain full access as root.
3. Once you have **root** access, review the latest logs of the **telegraf-collector** and the **titanium-frontend** container services. To do so, run these 2 commands:

- **docker logs -f telegraf-collector**
- **docker logs -f titanium-frontend**

4. From the **telegraf-collector** logs these errors are displayed:

```
root@mexsna-ctb-mgr-node:/home/admin# docker logs -f telegraf-collector
Running as collector
2022-12-16T23:10:11Z I! Starting Telegraf 1.19.1-titan
2022-12-16T23:10:11Z I! Loaded inputs: disk mem system
2022-12-16T23:10:11Z I! Loaded aggregators:
2022-12-16T23:10:11Z I! Loaded processors:
2022-12-16T23:10:11Z I! Loaded outputs: http
2022-12-16T23:10:11Z I! Tags enabled:
2022-12-16T23:10:11Z I! [agent] Config: Interval:1m0s, Quiet:false, Hostname:"", Flush
Interval:10s
2022-12-16T23:11:02Z E! [agent] Error writing to outputs.http: when writing to
[http://localhost/telegraf] received status code: 500
2022-12-16T23:11:17Z E! [agent] Error writing to outputs.http: when writing to
[http://localhost/telegraf] received status code: 500
2022-12-16T23:11:31Z E! [agent] Error writing to outputs.http: when writing to
[http://localhost/telegraf] received status code: 500
```

5. From the **titanium-frontend** logs the **auth request unexpected status: 502 while sending to client** and **connection refused** errors are displayed:

```
root@mexsna-ctb-mgr-node:/home/admin# docker logs -f titanium-frontend
2022/12/16 23:10:13 [error] 15#15: *4 auth request unexpected status: 502 while sending to client, client: 10.64.0.66, server: , request: "POST /telegraf HTTP/1.0", host: "10.64.0.65"
2022/12/16 23:10:20 [error] 15#15: *8 auth request unexpected status: 502 while sending to client, client: 10.64.0.67, server: , request: "POST /telegraf HTTP/1.0", host: "10.64.0.65"
2022/12/16 23:10:21 [error] 15#15: *10 connect() failed (111: Connection refused) while connecting to upstream, client: 169.254.64.10, server: , request: "GET /api-v1/node-manager HTTP/1.0", upstream: "http://169.254.64.8:8000/api-v1/node-manager", host: "
2022/12/16 23:10:23 [error] 15#15: *12 connect() failed (111: Connection refused) while connecting to upstream, client: 10.64.0.67, server: , request: "GET /api-v1/node-manager/config-v2 HTTP/1.0", upstream: "http://169.254.64.8:8000/api-v1/node-manager/config-v2", host: "10.64.0.65"
2022/12/16 23:10:26 [error] 15#15: *14 connect() failed (111: Connection refused) while connecting to upstream, client: 169.254.64.10, server: , request: "GET /api-v1/node-manager HTTP/1.0", upstream: "http://169.254.64.8:8000/api-v1/node-manager", host: "titanium-frontend:8080"
2022/12/16 23:10:28 [error] 15#15: *16 connect() failed (111: Connection refused) while connecting to upstream, client: 10.64.0.66, server: , request: "POST /telegraf HTTP/1.0", subrequest: "/api-v1/node-manager/auth", upstream: "http://169.254.64.8:8000/api-v1/node-manager/auth", host: "10.64.0.65"
2022/12/16 23:11:02 [error] 15#15: *54 auth request unexpected status: 502 while sending to client, client: 169.254.64.10, server: , request: "POST /telegraf HTTP/1.0", host: "titanium-frontend:8080"
```

This behavior can occur if the utilization of the **/var/lib/titan** partition on the CTB Manager is almost full (above 90%). Run the **df -h** command to check the disk utilization:

```
root@mexsna-ctb-mgr-node:/home/admin# df -h
```

Filesystem	Size	Used	Avail	Use%	Mounted on
udev	3.9G	0	3.9G	0%	/dev
tmpfs	798M	1.4M	797M	1%	/run
/dev/sda4	15G	3.6G	11G	26%	/
tmpfs	3.9G	0	3.9G	0%	/dev/shm
tmpfs	5.0M	0	5.0M	0%	/run/lock
tmpfs	3.9G	0	3.9G	0%	/sys/fs/cgroup
/dev/sda2	227M	146M	65M	70%	/boot
/dev/sda6	49G	45G	1.5G	97%	/var/lib/titan
/dev/sda5	15G	3.6G	11G	26%	/mnt/alt_root

The solution to this behavior is to expand the disk size of the CTB Manager. To accomplish this, perform the **Expand Cisco Telemetry Broker Manager and Broker Node Disk Size** procedure described in the [Cisco Telemetry Broker v1.3.1 User Guide](#).

Once more disk space has been allocated and you have confirmed that the utilization of the **/var/lib/titan** partition is no longer more than 90%, the CTB Manager Web UI is accessible again.

Note: Based on the different experienced behaviors, it can take up to 4 hours for the CTB Manager Web UI to be accessible again once more disk space has been allocated.

Related Information

- For additional assistance, please contact Technical Assistance Center (TAC). A valid support

contract is required: [Cisco Worldwide Support Contacts.](#)

- [Technical Support & Documentation - Cisco Systems](#)