

# Running the gwdiags diagnostic tool

If you ever run into a problem with your GroundWork Monitor deployment that you can't address by reading the Bookshelf documentation or by searching this knowledgebase, your next step would likely be to open up a case with GroundWork Support. Often they will be able to answer your question promptly without need for much information. However, in a number of cases the Support team need diagnostic information off your GroundWork Monitor server in order to assist further. The GroundWork Monitor product includes a diagnostic script that will provide this information.



## Updated version of gwdiags.pl available

If you are running version 5.3 or later, please download the latest version of gwdiags.pl from this page and replace the version that is located at `/usr/local/groundwork/tools/gwdiags.pl` on your server.

## Prerequisites

- You will need to login to a UNIX shell as root or as a user that has sudo privileges.
- You will need to use an SSH client, such as PuTTY:  
<http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>  
If you are on a non Windows workstation, then there is usually an SSH client installed.
- MySQL Root password. It's possible to run the diagnostic script without this, but support may need to ask you for more information if you do.
- The gwdiags program itself (included in the product as of version 6.1). Here are all the versions:

Name	Size	Creator	Creation Date	Comment
 gwdiags.pl	68 kB	NotSupportContact-Mark Carey	Jul 18, 2018 15:49	This version works for all currently supported versions of Groundwork

## Running the tool

Now you are ready to run the diagnostic script.

1. Use your SSH client to login to your GroundWork Monitor server.
  - you should login as root or a user with sudo privileges
2. After you have copied the latest version from this page to `/usr/local/groundwork/tools/gwdiags.pl`, run these commands

```
chown nagios.nagios /usr/local/groundwork/tools/gwdiags.pl
chmod 0755 /usr/local/groundwork/tools/gwdiags.pl
```

3. enter the command at the shell prompt
  - if you are root user

```
/usr/local/groundwork/tools/gwdiags.pl
```

- if you are user with sudo privileges

```
sudo /usr/local/groundwork/tools/gwdiags.pl
```

- it will prompt for password
4. if you don't know the mysql root password, just hit enter
  5. Please copy this file from the GroundWork server to your workstation ([WinSCP](#) is easiest):  
`/usr/local/groundwork/tmp/gwdiags.DATESTAMP.tar.gz`



Note: DATESTAMP is not the actual file name. The file will have the date and time from when you run the script.

If you do not know how to use winscp to copy a file from the GroundWork Monitor server to your workstation, please contact one of your

own IT team.

#### sample run

```
[root@groundwork ~]# /usr/local/groundwork/tools/gwdiags.pl
```

```
....
```

The Case number is assigned by the GroundWork Case Management System. If you know this number, input it here. If this diagnostic is for a new case, you can leave it to the default. If there is an existing case and you don't know it's number, put your company name here. Your input here will be pre-pended to the email's subject line.

```
Case Number <New> ? customer-12
```

If your MySQL root user has a password, enter it here. If it doesn't have a root password, just hit a <CR>.

```
MySQL Root Password <CR=none> <> ?
```

```
.....  
The gwdiags results file will be saved as /usr/local/groundwork/tmp/gwdiags.DATEESTAMP.tar.gz  
Please attach the resulting file to your case at https://cases.groundworkopensource.com
```