

Troubleshooting guide

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This guide explains how to resolve some common issues while using Kaa as well as how to report issues to the Kaa Crew for getting help.

How to's

How to change the server logging level

Supported log levels

Use the following log levels according to the log purpose.

Log level	Description
OFF	Turns off logging
ERROR	Logs run time errors or unexpected conditions that the program can gracefully recover from
WARNING	Logs same as previous, plus unexpected or undesirable run time conditions that are not necessarily affecting the program
INFO	Logs same as previous, plus important or interesting run time events that help understand what the program is doing at the moment
DEBUG	Logs same as previous, plus detailed information according to the logical work flow of the system
TRACE	Logs same as previous, plus the most detailed information intended for development and debugging purposes only

How to clear the Kaa logs

1. Connect to your Kaa Sandbox via ssh:

```
$ ssh kaa@<YOUR-SANDBOX-IP>
password: kaa
```

2. Stop the Kaa services:

```
$ sudo service kaa-operations stop
$ sudo service kaa-bootstrap stop
$ sudo service kaa-control stop
$ sudo service kaa-admin stop
```

3. Clear the Kaa logs:

```
$ sudo rm -rf /var/log/kaa/*
```

4. Start the Kaa services:

```
$ sudo service kaa-operations start
$ sudo service kaa-bootstrap start
$ sudo service kaa-control start
$ sudo service kaa-admin start
```

How to download the Kaa logs from the Sandbox

How to restart Kaa servers

1. Connect to your Kaa Sandbox via ssh:

```
$ ssh kaa@<YOUR-SANDBOX-IP>
password: kaa
```

2. Restart Kaa servers:

```
$ sudo service kaa-operations restart
$ sudo service kaa-bootstrap restart
$ sudo service kaa-control restart
$ sudo service kaa-admin restart
```

Errors

ERROR when assembling binary for a Kaa applicaton demo from the Sandbox

Error description	Possible cause	Solution	Related documentation
Unexpected error occurred: 500 Server Error Unexpected service error occurred: 500 Server Error Failed!	By default, the Kaa Sandbox components are not accessible from the host network.	Change the Sandbox host/IP on web UI or execute the following script in the Sandbox: <pre>\$ sudo /usr/lib/kaa-sandbox /change_kaa_host.sh <new host/ip></pre>	Kaa Sandbox - Networking

Reporting issues to the Kaa Crew

You may seek help at the [Kaa official forum](#) by participating in existing topic discussions or, if no relevant topic was found, by starting a new topic, describing your issue and attaching logs. Please make sure the issue has not been yet addressed in other topics on the forum or in this guide.

Before sending logs to the Kaa forum follow these steps:

1. [Change the log level for the Kaa services to "TRACE"](#).
2. [Clear the Kaa logs](#).
3. [Reproduce your issue](#).
4. [Download the Kaa logs from the Sandbox](#).
5. [Create an archive file with your logs](#).