Oracle Linux 8

Using sos to Get Debugging Information

G24430-02
June 2025

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G24430-02

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Preface

Oracle Linux 8: Using sos to Get Debugging Information describes how to use the `sos` utility to gather system information and debug information reports for troubleshooting purposes.

Documentation License

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also

mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1

About the sos Command

The `sos` command collects information about a system such as hardware configuration, software configuration, and operational state. You can also use the `sos report` command to enable diagnostics and analytical functions on the current system.

The generated report is useful in cases where you're being helped by Oracle Support in troubleshooting a problem in the system. The support representative can use the report to obtain an exact picture of the system, its resources, and all the applications and processes that exist in the system, and all other data that can help find the causes of the issues you're experiencing.

The `sos` utility requires the installation of the `sos` package. To install the package, type:

```
sudo dnf install sos
```

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sos Command Reference

This table provides information about the `sos` command.

Action	Command	Description
Create the `sos` report.	`sos report`	Collects all diagnostic and configuration information from the system and its installed applications.
Hide sensitive information from the `sos` report.	`sos clean`	Obfuscates information in an existing report before it's supplied to Oracle Support.

To obtain a list of options and arguments that you can use with the `sos` utility, run the following command:

```
sos report -h


optional arguments:
  -h, --help            show this help message and exit

Global Options:
  --batch               Do not prompt interactively
  --config-file CONFIG_FILE
                        specify alternate configuration file
...
```

Creating the sos Report

Create an sos report based on diagnostic and configuration information from the system and its installed applications.

To collect all diagnostic and configuration information from the system and its installed applications, run the following command:

```
sudo sos report


sosreport (sosreport version)
...
The generated archive may contain data considered sensitive and its
content should be reviewed by the originating organization before being
passed to any third party.
...
Press ENTER to continue, or CTRL-C to quit.
```

Every time you issue the `sos` utility, the utility always prompts you whether to continue or to quit. If you press Enter to continue, you can use an optional prompt to specify a case ID for the report.

```
Optionally, please enter the case id that you are generating this report for
[]:
```

If you're generating the report as related to a specific troubleshooting case, you can enter the case ID at this prompt.

After you have provided information as prompted, the command proceeds to generate the report, which can take a considerable time to complete. At the end of the process, the screen displays a message similar to the following:

```
Your sosreport has been generated and saved in:
        /var/tmp/sosreport-hostname-case#-datestamp-ID.tar.xz

 Size   20.62MiB
 Owner  root
 sha256 428f7b4118acd2d349bb022946877d853aa0eefbb4d340af3839810dc634b8b7

Please send this file to your support representative.
```

The report is generated as an `xa`-compressed `tar` file in the `/var/tmp` directory. In the report's file name, the *ID* is dynamically created by the utility.

> **Important:**
>
> As indicated before, the report can be useful in cases where you engage Oracle Support to diagnose and troubleshoot issues that you have observed in the system. However, the report contains sensitive information specific to your company. Ensure that you review the contents of the report and identify sensitive information before sending the report to any third-party.

Hiding Sensitive Information in an sos Report

Obfuscate information in an `sos` report before supplying it to Oracle Support.

To secure sensitive information before sending the report externally, you can use the `clean` functionality of the `sos` utility. This functionality tries to obfuscate any information in the report that's considered to be sensitive, such as the following information:

- IPv4 addresses and networks (network topologies are retained)
- MAC addresses
- Host names
- Usernames
- Any words or phrases that you specify with the `--keyword` option

To use the `sos clean` utility on a generated report, type the following command and follow the prompts that are displayed:

```
sudo sos clean /var/tmp/sosreport-hostname-case#-datestamp-ID.tar.xz


...
Users should review any resulting data and/or archives generated or processed
by
this utility for remaining sensitive content before being passed to a third
party.

Press ENTER to continue, or CTRL-C to quit.
```

At the end of the process, the screen displays a message similar to the following:

```
Successfully obfuscated 1 report(s)

A mapping of obfuscated elements is available at
    /var/tmp/sosreport-host0-2022-08-08-qxbegcn-private_map

The obfuscated archive is available at
    /var/tmp/sosreport-host0-2022-08-08-qxbegcn-obfuscated.tar.xz

    Size    3.62MiB
    Owner    root

Please send the obfuscated archive to your support representative and keep
the mapping file private
```

The resulting report that has been scrubbed of sensitive information is also stored in `/var/tmp`. However, the file name itself is revised. The hostname is generic, and importantly, `obfuscated` is added to the file name so you can identify the clean version of the report.

> **Caution:**
>
> Consider the following about the `sos clean` utility:
>
> - The `clean` functionality is a best-effort method to identify and then mask sensitive information. However, `sos clean` doesn't guarantee that the coverage of the masking process is complete in a specific system.
> - Reports that are processed with the `sos clean` command obfuscate certain details which a third-party such as a support representative might need to provide better help when troubleshooting problems.
> - You must always audit archives and reports that are generated by the `sos` utility before sending any of these files externally.

To automatically clean any `sos` report that you create, use the following command syntax when generating a report:

```
sudo sos report --clean
```

For more information, see the `sos-report(1)` and `sos-clean(1)` manual pages. See also https://github.com/sosreport/sos/wiki.

Extra Sample Usages of the sos Command

Customize the output of `sos` reports by using extra `sos` command options.

The `sos report` command can also be used with other options. For example, to only list available plugins and plugin options in the report, type:

```
sudo sos report -l
```

The plugins that are displayed by the command are grouped according to the following sections:

- All enabled plugins
- All disabled plugins
- Available options for all the plugins
- Available plugin options

See the `sos-report(1)` manual page for information about how to enable or disable plugins and how to set values for plugin options.

You can also obtain only information specific to a problem area and specify options to tailor the report that's generated. For example, to record only information about Apache and Tomcat and to gather all the Apache logs, type:

```
sudo sos report -o apache,tomcat -k apache.log=on
```

To enable all the Boolean options for all the loaded plugins (excluding the `rpm.rpmva` plugin) and verify all packages:

```
sudo sos report -a -k rpm.rpmva=off
```

For more information, see the `sos-report(1)` and `sos-clean(1)` manual pages. See also https://github.com/sosreport/sos/wiki.

3
Reviewing Information Gathered by sosreport

Configure and review the collection of debugging information on Oracle Linux.

The `sos` command is automatically configured to collect hardware information, system configuration files, and log data. You can enable and disable modules to match data protection requirements.

> **Note:**
>
> The module information that's provided in this table relates to `sos` 4.8. To verify the modules you have installed, run the `sos report` command. The output includes the version of the `sos` utility that you're running, and an up-to-date listing of included files is output to the `sos_reports/manifest.json` file.
>
> Disabling modules prevents the `sos` command from collecting certain details that might be needed for advanced troubleshooting, such as networking information.

Module	Information Type	Included Files
`anaconda`	Installation log files	• `/root/install.log` • `/root/install.log.syslog` • `/var/log/anaconda` • `/var/log/anaconda.*`
`auditd`	Audit log files	• `/etc/audit/auditd.conf` • `/etc/audit/audit.rules` • `/var/log/audit/*`
`boot`	System boot process details	• `/etc/milo.conf` • `/etc/silo.conf` • `/boot/efi/efi/redhat/elilo.conf` • `/etc/yaboot.conf` • `/boot/yaboot.conf`
`cron`	Root user `cron` commands	• `/etc/cron*` • `/etc/crontab` • `/var/log/cron` • `/var/spool/cron`

Module	Information Type	Included Files
cups	Printer log files	• /etc/cups/*.conf • /etc/cups/*.types • /etc/cups/lpoptions • /etc/cups/ppd/*.ppd • /var/log/cups/*
date	Context data	• /etc/localtime
devicemapper	Hardware details	
filesys	List of all files in use	• /proc/fs/* • /proc/mounts • /proc/filesystems • /proc/self/mounts • /proc/self/mountinfo • /proc/self/mountstats • /proc/[0-9]*/mountinfo • /etc/mtab • /etc/fstab
grub2	Kernel and system start-up configuration	• /boot/efi/EFI/*/grub.cfg • /boot/grub2/grub.cfg • /boot/grub2/grubenv • /boot/grub/grub.cfg • /boot/loader/entries • /etc/default/grub • /etc/grub2.cfg • /etc/grub.d/*
hardware	Hardware details	• /proc/interrupts • /proc/irq • /proc/dma • /proc/devices • /proc/rtc • /var/log/mcelog • /sys/class/dmi/id/* • /sys/class/drm/*/edid
host	Host identification	• /etc/sos.conf • /etc/hostid

Module	Information Type	Included Files
kernel	System log files	• /etc/conf.modules • /etc/modules.conf • /etc/modprobe.conf • /etc/modprobe.d • /etc/sysctl.conf • /etc/sysctl.d • /lib/modules/*/modules.dep • /lib/sysctl.d • /proc/cmdline • /proc/driver • /proc/kallsyms • /proc/lock* • /proc/buddyinfo • /proc/misc • /proc/modules • /proc/slabinfo • /proc/softirqs • /proc/sys/kernel/random/boot_id • /proc/sys/kernel/tainted • /proc/timer* • /proc/zoneinfo • /sys/firmware/acpi/* • /sys/kernel/debug/tracing/* • /sys/kernel/livepatch/* • /sys/module/*/parameters • /sys/module/*/initstate • /sys/module/*/refcnt • /sys/module/*/taint • /sys/module/*/version • /sys/devices/system/clocksource/*/available_clocksource • /sys/devices/system/

Module	Information Type	Included Files
		clocksource/*/current_clocksource • /sys/fs/pstore • /var/log/dmesg
libraries	List of shared libraries	• /etc/ld.so.conf • /etc/ld.so.conf.d/*
logs	System log files	• /etc/syslog.conf • /etc/rsyslog.conf • /etc/rsyslog.d • /run/log/journal/* • /var/log/auth.log • /var/log/auth.log.1 • /var/log/auth.log.2* • /var/log/boot.log • /var/log/dist-upgrade • /var/log/installer • /var/log/journal/* • /var/log/kern.log • /var/log/kern.log.1 • /var/log/kern.log.2* • /var/log/messages* • /var/log/secure* • /var/log/syslog • /var/log/syslog.1 • /var/log/syslog.2* • /var/log/udev • /var/log/unattended-upgrades
lvm2	Hardware details	
memory	Hardware details	• /proc/pci • /proc/meminfo • /proc/vmstat • /proc/swaps • /proc/slabinfo • /proc/pagetypeinfo • /proc/vmallocinfo • /sys/kernel/mm/ksm • /sys/kernel/mm/transparent_hugepage/enabled

Module	Information Type	Included Files
networking	Network identification	• /etc/dnsmasq* • /etc/host* • /etc/inetd.conf • /etc/iproute2 • /etc/network* • /etc/nftables • /etc/nftables.conf • /etc/nsswitch.conf • /etc/resolv.conf • /etc/sysconfig/nftables.conf • /etc/xinetd.conf • /etc/xinetd.d • /etc/yp.conf • /proc/net/* • /sys/class/net/*/device/numa_node • /sys/class/net/*/flags • /sys/class/net/*/statistics/*
pam	Sign-in security settings	• /etc/pam.d/* • /etc/security
pci	Hardware details	• /proc/bus/pci • /proc/iomem • /proc/ioports
process	List of all running processes and process details	• /proc/sched_debug • /proc/stat • /proc/[0-9]*/smaps
processor	Hardware details	• /proc/cpuinfo • /sys/class/cpuid • /sys/devices/system/cpu
rpm	Installed software packages	• /var/lib/rpm/* • /var/log/rpmpkgs
sar	Resource and usage data	• /var/log/sa/*
selinux	Security settings	• /etc/sestatus.conf • /etc/selinux • /var/lib/selinux
services	All defined system services	• /etc/inittab • /etc/rc.d/* • /etc/rc.local

Module	Information Type	Included Files
ssh	SSH configuration	• /etc/ssh/ssh_config • /etc/ssh/sshd_config
x11	GUI logs for the X Window System	• /etc/X11/* • /var/log/Xorg.*.log • /var/log/Xorg.*.log.old • /var/log/XFree86.*.log • /var/log/XFree86.*.log.old
yum	Installed software packages	• /etc/pki/consumer/cert.pem • /etc/pki/entitlement/*.pem • /etc/pki/product/*.pem • /etc/yum/* • /etc/yum.repos.d/* • /etc/yum/pluginconf.d/* • /var/log/dnf.log