

# CloudBees Jenkins Advisor Plugin

## Plugin Information

No information for the plugin 'cloudbees-jenkins-advisor' is available. It may have been removed from distribution.

### Deprecated: This plugin has been removed from the Jenkins Update Centre

In February 2018 CloudBees decided to end the CloudBees Jenkins Advisor free program.

This feature remains available for CloudBees customers.

Thank you to everyone who used CloudBees Jenkins Advisor.

CloudBees Jenkins Advisor is a free diagnostics services which distills years of Jenkins expertise into recommendations tailored to your Jenkins environment.

### New Lower Jenkins Core Requirement

Now you can use CloudBees Jenkins Advisor if you are running on any Jenkins version 2.19.3 or higher.

This plugin periodically uploads [support bundles](#) to a diagnostics service hosted by CloudBees. Once an issue is detected, it advises you on solutions using CloudBees' expansive knowledge base of common and known issues.

For more help with diagnosing your identified issues, check out the [CloudBees Support Community](#) and the [CloudBees Jenkins Knowledge Base](#).

This proactive approach support will help you to fix issues before they impact your software delivery process - increasing your team's uptime, performance and productivity.



<https://www.youtube.com/watch?v=X0yTs8SwwkQ>

## Usage Requirements

- Jenkins core 2.54+ and Java 8
- [A CloudBees account](#) this account will be used by the Jenkins Plugin to connect to the diagnostics service. Your credentials will have to be entered on the plugin page.
- Required Dependencies:
  - [Credentials Plugin v.2.1.13](#)
  - [Support Core Plugin v.2.41](#)

## Getting started

To start, install the CloudBees Jenkins Advisor plugin from the Jenkins update center, [sign up for a CloudBees account](#), and from the "Manage" page, select "Manage CloudBees Jenkins Advisor"

Now add your CloudBees account credentials and test to ensure your instance can connect successfully to the CloudBees Jenkins Advisor hosted service.

Jenkins Manage CloudBees Jenkins Advisor

Your instance is not registered with CloudBees Jenkins Advisor. [Connect now](#) [Dismiss](#)

**Connect to CloudBees Jenkins Advisor**

Get free, daily reports on your Jenkins master's health by connecting your Jenkins instance to CloudBees Jenkins advisor.

To get started, sign in with your CloudBees Network account. Don't have an account? [Create one now](#).

As issues are detected in your master, CloudBees Jenkins Advisor will send new reports to your email address.

Email:

Password:

[Test Connection](#)

**Advanced configuration**

By default, CloudBees will not scan your agent logs or configurations, or your global configurations. You can choose to filter out other data from being analyzed by configuring the options below.

**Configure data**

[Advanced...](#)

Suppress register account reminder

By connecting to CloudBees Jenkins Advisor, you agree to our [Terms of Service](#).

[Connect account](#)

Once you have successfully connected your Jenkins instance, you will receive a confirmation email, followed shortly by your first diagnostics report if any issues are detected. Your instance will be re-scanned daily for new issues, as well as after each restart of your master.

cloudbees

**Advisor Alert**  
Date of report: 07/07/2017

**Security**

Cross-site forgery protection is not enabled  
Severity: ● Error  
Solution: [Enable CSRF protection](#)

Unable to install deb package in Ubuntu 14.04  
Severity: ● Error  
Solution: [A repository with required packages](#)

## Advanced Configurations

### Configuring analyzed data

You can configure what contents in your support bundle are sent to CloudBees by selecting the "Advanced Configuration" section, and selecting/unselecting the types of data that should or should not be uploaded.

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## Advanced configuration

By default, CloudBees will not scan your agent logs or configurations, or your global configurations. You can choose to filter out other data from being analyzed by configuring the options below.

### Configure data

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- Master Log Recorders
- Slave Log Recorders
- Garbage Collection Logs
- Agents config files (Encrypted secrets are redacted)
- Jenkins Global Configuration File (Encrypted secrets are redacted)
- Other Jenkins Configuration Files (Encrypted secrets are redacted)
- About browser
- About Jenkins
- About user (basic authentication details only)
- Administrative monitors
- Build queue
- Dump slave export tables (could reveal some memory leaks)
- Environment variables
- File descriptors (Unix only)
- JVM process system metrics (Linux only)
- Load Statistics
- All loggers currently enabled.
- Metrics
- Networking Interface
- Node monitors
- Root CAs
- System configuration (Linux only)
- System properties
- Update Center
- Slow Request Records
- Deadlock Records
- Timing data about recently completed Pipeline builds
- Thread dumps of running Pipeline builds
- Thread dumps

There are a few command line/configuration file options to control when and how your data uploads to the CloudBees Jenkins Advisor service.

### Setting custom upload intervals

To control how often your instance attempts to upload data for analysis, you can set a custom recurrence period. This setting cannot be overridden at runtime, and will require a restart to take effect. The default period is (60 \* 24) (24hrs).

Override this setting by using a Java System Property:

```
-Dcom.cloudbees.jenkins.plugins.advisor.BundleUpload.recurrencePeriodMinutes=60
```

### Setting custom upload timeout

To control how long your instance waits while attempting to connect and upload data to the Advisor service, you can set a custom advisor upload timeout. This can be changed dynamically and temporary at runtime via [Jenkins Script Console](#):

```
System.setProperty("com.cloudbees.jenkins.plugins.advisor.client.AdvisorClientConfig.advisorUploadTimeoutMinutes", "120");Settings are lost after restart.
```

Or permanently by amending Jenkins Java System Properties:

```
-Dcom.cloudbees.jenkins.plugins.advisor.client.AdvisorClientConfig.advisorUploadTimeoutMinutes=120
```

This setting defaults to 60 (minutes)

# Troubleshooting and Debugging

CloudBees Jenkins Advisor's tasks are AsyncPeriodicWork, so it stores its logs under `/logs/tasks`

If you do not receive a welcome email soon after activating your connection, please check this folder errors in your logs. Errors can include:

- **Upload size >200 mb** - the CloudBees Jenkins Advisor service only supports scanning up to 200 mb of instance data. You can check whether the data upload size is too large by looking in the ``${JENKINS_HOME}/support` folder and reviewing the size of the zip files within. If they are too large, use above-mentioned data configuration options to opt out of including some file types in your bundle.

## Changelog

### February 2018

Termination of the free service

### 1.3 (17 Nov. 2017)

Now supports 2.19.3+!

Connectivity indicator display on configuration page

Logging improvements

Additional test coverage

### 1.2 (5 Sept. 2017)

Fix for "Connect Now" error.

### 1.1 (25 Aug. 2017)

Change admin notification.

Security fixes.

### 1.0 (22 Aug. 2017)

First release.