



Troubleshooting Moodle

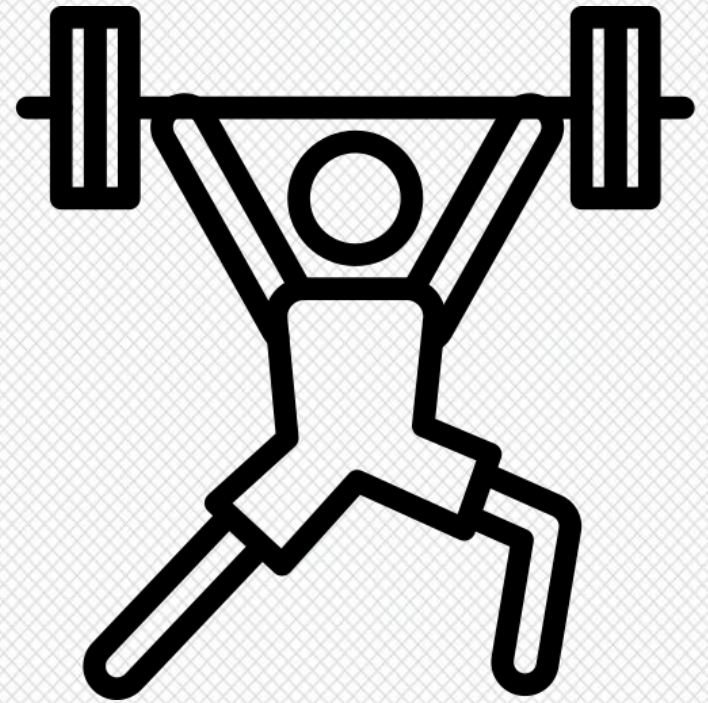
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Moodle is strong and stable

- But you don't just run Moodle
- You run integrations such as SSO
- You run 3rd party plugins



Using plugins is fine and necessary

- Moodle.org's Moodle cloud has 5
- But you do become dependent on them
- <https://www.tituslearning.com/evaluating-moodle-plugins/>



Categories of trouble

- Things are broken
- Things are slow
- Everything is fine (but not as expected)



Interviewing the suspect (PICNIC)

- People 'mis-report'
- Give vague explanations
- Have sausage fingers



Something has changed

- Your system was working
- It's broken so something has changed
- No, really something ***has*** changed



The admin did it

- It is hard for end users to break it
- The admin has changed something
- Even if they say they didn't
 - Even if that is YOU



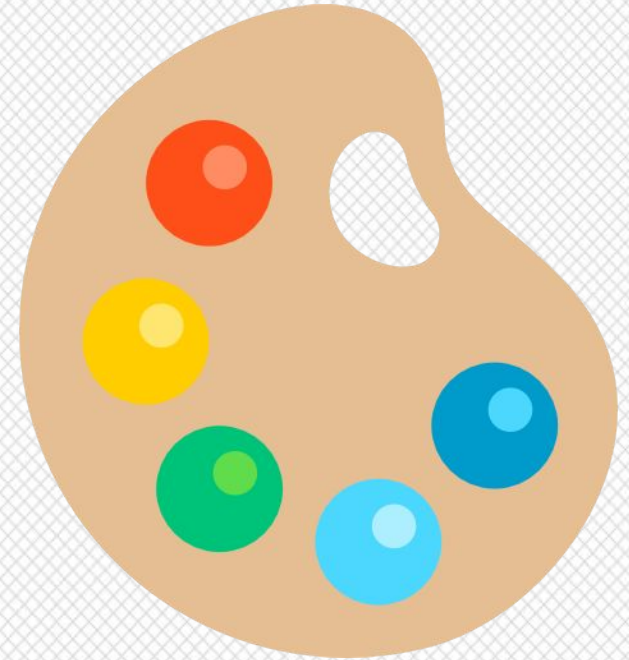
Purge your cache

- Zero danger takes a matter of seconds
- From the browser
 - `admin/purgecaches.php`
- From the command line
 - `admin/cli/purge_caches.php`



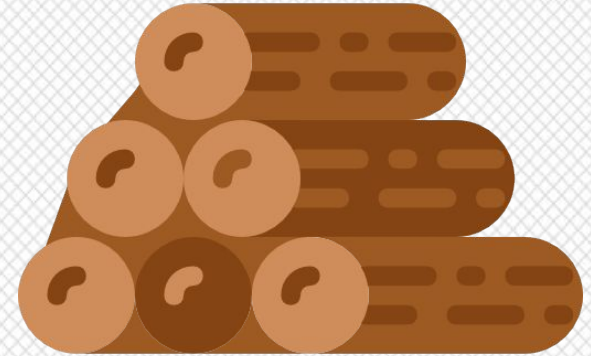
Eliminate the theme

- Not only for display issues
- Change to a core theme (Boost/Clean)
- Allow theme changes in the URL
 - `admin/settings.php?section=themesettings`



Everything is logged

- Moodle has excellent logging
- Your web server will record all requests
- You need to understand its logging



The core report filter

[Dashboard](#) / [Site administration](#) / [Reports](#) / [Logs](#)

Blocks editing on

Choose which logs you want to see:

Moodle Mobile (Site) ▾	All participants ▾	All days ▾	All activities ▾
All actions ▾	All sources ▾	All events ▾ ?	Get these logs

Reports: Extended log search

report_extendedlog

Maintained by  [Vadim Dvorovenko](#)

This report is intended to be used by the site administrator for investigation in number of cases, when standard log report does not allow to find the desired events.

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Release 1.0.1

Moodle 2.9, 3.0, 3.1, 3.2, 3.3, 3.4, 3.5,
3.6

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Extended log search interface

Extended log search

Attention! This report uses non-optimised database queries. They may take a long time and produce high database load.
It is highly recommended to specify time interval to speedup query.

Log store

Standard log ▾

▼ Filter

Event took place after

4 ▾

April ▾

2019 ▾

21 ▾

50 ▾



☐ Enable

Event took place before

4 ▾

April ▾

2019 ▾

21 ▾

50 ▾



☐ Enable

User

All users ▾

Affected user

All users ▾

Course category

All categories ▾

Search in

Specified category ▾

Course fullname

All courses ▾

Component

All components ▾

Event

All events ▾

IPv4 address



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Show events

Apache webserver logging

- Apache is the A in LAMP
- All requests can be logged on the server
- The level can be raised to give more detail

Raise Apache log level

Then restart the server

```
/etc/apache2/apache2.conf
```

```
1 # LogLevel: Control the number of messages logged to the error_log.
2 # Possible values include: debug, info, notice, warn, error, crit,
3 # alert, emerg.
4 #
5 LogLevel debug
```


500 errors



This page isn't working

m.vledevelop.co.uk is currently unable to handle this request.

HTTP ERROR 500

Reload

- Probably the most useful
- Gives the line in the file where error occurred

```
[Sun Apr 07 12:09:08.841972 2019] [php7:notice] [pid 26173] [client 95.146.178.156:65002]  
PHP Fatal error:  require(): Failed opening required '../config.php' (include_path='./usr  
/share/php') in /var/www/m/html/login/index.php on line 27
```


Access.log



Apache

```
[Sun Apr 07 12:45:49.594427 2019] [:error] [pid 2983833] [client 221.229.210.59:49856] File does not exist: /home/thisvtha/public_html/www.jchq.net/zjfsr.php, referer : http://www.jchq.net/zjfsr.php
[Sun Apr 07 12:45:48.542683 2019] [:error] [pid 2983833] [client 221.229.210.59:49856] File does not exist: /home/thisvtha/public_html/www.jchq.net/zjfsr.php, referer : http://www.jchq.net/zjfsr.php
[Sun Apr 07 12:45:44.713282 2019] [:error] [pid 2983833] [client 221.229.210.59:49856] File does not exist: /home/thisvtha/public_html/www.jchq.net/ysyqq.php, referer : http://www.jchq.net/ysyqq.php
```


Theme designer mode

- Is your site unusably slow
- `/admin/settings.php?section=themesettings`



Theme settings

Theme list
themelist



Default: Empty

Leave this blank to allow any valid theme to be used. If you want to shorten the theme menu, you can specify a comma-separated list of names here (Don't use spaces!). For example: standard,orangewhite.

Theme designer mode
themedesignermode

☐ Default: No

Normally all theme images and style sheets are cached in browsers and on the server for a very long time, for performance. If you are designing themes or developing code then you probably want to turn this mode on so that you are not served cached versions. Warning: this will make your site slower for all users! Alternatively, you can also reset the theme caches manually from the Theme selection page.

Performance and hardware

- [How much hardware do you need?](#)
- [Hardware and performance forum](#)
- [Hardware and performance FAQ](#)



White screen of death

- Or 'random gibberish'
- Turn on moodle debugging
- That may tell you which plugin is broken

If the web interface is working

- `admin/settings.php?section=debugging`
- <https://docs.moodle.org/36/en/Debugging>

Debugging

Debug messages

debug

DEVELOPER: extra Moodle debug messages for developers ▴ ▾

Default: NONE: Do not show any errors or warnings

If you turn this on, then PHP's `error_reporting` will be increased so that more warnings are printed. This is only useful for developers.

Display debug messages

debugdisplay

☒ Default: No


Set to on, the error reporting will go to the HTML page. This is practical, but breaks XHTML, JS, cookies and HTTP headers in general. Set to off, it will send the output to your server logs, allowing better debugging. The PHP setting `error_log` controls which log this goes to.

- In config.php

```
//NOT FOR PRODUCTION SERVERS!  
@error_reporting(E_ALL | E_STRICT);  
@ini_set('display_errors', '1');  
$CFG->debug = (E_ALL | E_STRICT);  
    $CFG->debugdisplay = 1;  
    $CFG->debugusers = '2';
```



Email problems?

- Almost never a Moodle problem
- Moodle just talks to it, but this might help



General plugins (Local): Moodle eMail Test

local_mailtest

Maintained by  [Michael Milette](#)

Moodle eMailTest allows administrators to test Moodle's email system. A trace of the SMTP dialogue will be displayed if the email message cannot be sent for any reason. The eMail Test for Moodle plugin does not store any personal data about any user.

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Release [1.2.1 \(2018052100\)](#)
Moodle 2.5, 2.6, 2.7, 2.8, 2.9, 3.0,
3.1, 3.2, 3.3, 3.4, 3.5, 3.6

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Forgot admin password?

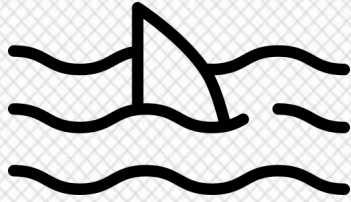
- From the command line
- `admin/cli/php reset_password.php`
- == Password reset ==
- Enter username (manual authentication only)
- : *admin*

Terrible interface?

- Don't like the default interface
- Take a look at the themes in the plugins db
 - (We like Fordson)
- Get Titus to customise and brand it for you

- General Help
- Full description
- Rate response as 'Useful'

Fin



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Any Questions?