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

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.

158 sites  85 downloads  12 fans

Install now  Download

Release 1.0.1
Moodle 2.9, 3.0, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6

code prechecks

Description Versions Stats Translations
Extended log search interface

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 speed up query.

Log store

Filter

Event took place after

Event took place before

User

Affected user

Course category

Search in

Course fullname

Component

Event

IPv4 address

Show more...

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

```bash
/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
Error.log

- 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
```


Theme designer mode

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

**Theme settings**

- **Theme list**
  - **themelist**
  - 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**
  - 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
From the command line

- In config.php

```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

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.
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
Moodle forums

- General Help
- Full description
- Rate response as ‘Useful’
Any Questions?

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