

Solbox Log Search System

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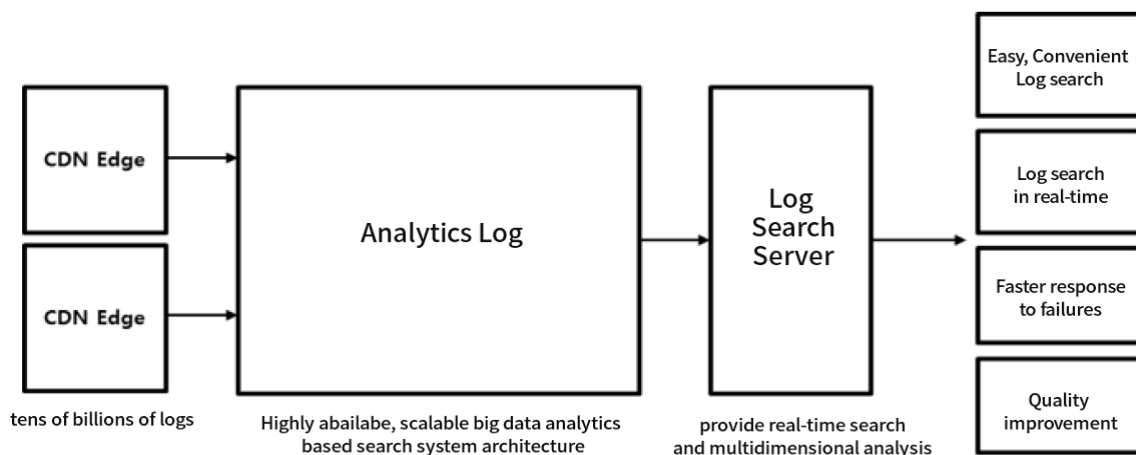
1. Contents

1.1. Solbox Log Search System

As new forms of online content such as OTT, games, and online education grows, Internet services are creating new patterns of services and technological changes for different customer experiences and satisfaction. These diverse service environments and increasingly complex technologies often cause many unpredictable types of failures, and it sometimes results in fatal mistakes that can lead to severe service dissatisfaction.

As the need for accurate analysis of failures and prompt action becomes more and more important for securing service stability and customer satisfaction, the demand for real-time log collection and storage as well as log analysis, which is the starting point of troubleshooting, is also rising rapidly.

The Solbox CDN service is also generating tens of billions of logs daily on edge cache servers due to surging traffic.



Solbox Log Search system consists of a highly available, scalable big data analytics-based search system architecture to provide real-time search and multidimensional analysis of the vast amount of log data generated by large services and provides a web-based search UI for easy and fast search.

Solbox CDN operations team is quickly responding to service failures by searching for real-time log data from a visualized search UI, without accessing to hundreds of servers to search logs through the whole log search system.

Furthermore, it can find the root cause of ongoing failures to improve service quality and satisfy customers who depends on Solbox CDN system.



Figure 1) Solbox Loga UI

2. Benefit

- Retrieves all access logs from large services
- Real-time search for faster response to unpredictable failures
- Quality improvement through log analysis for continuous quality anomalies

3. Key Features

- **Large Log Collection and Extensive Search in Real Time**
Provides all access logs, including response codes, HTTP references, and user agents.
Provides real-time logs generated by hundreds or thousands of servers
- **Easy & Convenient Log Search**
Provides web-based log search
Built with auto completion feature
- **Field Search**
Formulates unstructured data and provides it as a field
Faster log search
- **Log Download**
Downloads searched logs
Analyzes logs in detail without server connection
- **Search by Period**
Scans logs for up to 5 to 7 days
Provides searches up to a 24-hour span
Allows a customized search for specific period
- **Save Search Options**
Provides save options such as frequently used search terms, search service, and search period
Retries the search with saved options
- **Search History**
Shows search history and results

