Exercise #1:

ANALYZING SOCIAL MEDIA AND CUSTOMER SENTIMENT WITH APACHE NIFI AND HDP SEARCH

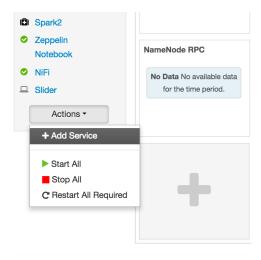
INTRODUCTION

We will use <u>Solr</u> and the <u>LucidWorks HDP Search</u> to view our streamed data in real time to gather insights as the data arrives in our Hadoop cluster. Next, we will use Hive to analyze the social sentiment after we have finished collecting our data from NiFi.

Finally, we will use <u>Apache Zeppelin</u> to create charts, so we can visualize our data directly inside of our Hadoop cluster.

CONFIGURE AND START SOLR

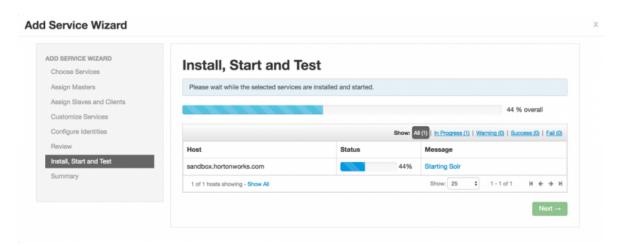
Make sure that Ambari Infra is stopped, we now need to install HDP Search. Login to Ambari user credentials: Username – **raj_ops** and Password – **raj_ops**. Click on Actions button at the bottom and then Add Service:



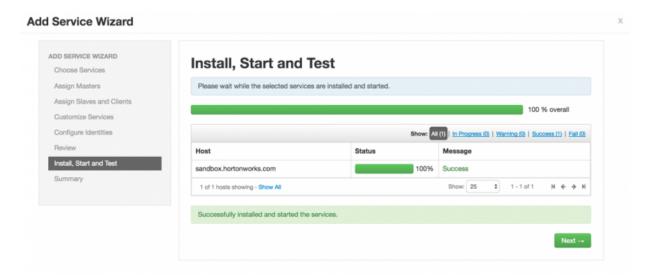
Next, you will view a list of services that you can add. Scroll to the bottom and select Solr, then press Next.



Accept all default values in next few pages, and then you can see the progress of your installation:



After a minute, you can see Solr successfully installed:



Press Next, you will be asked to restart some services. Restart HDFS, YARN, Mapreduce2 and HBase.

We just need to make a few quick changes.

Open your terminal shell and SSH back into the sandbox. We're going to need to run the following commands as the **solr** user. Run

```
su solr
```

Then we need to edit the following file path to make sure that Solr can recognize a tweet's timestamp format. First we're going to copy the config set over to twitter's **tweet_configs** folder:

```
cp -r /opt/lucidworks-
hdpsearch/solr/server/solr/configsets/data_driven_schema_configs
/opt/lucidworks-hdpsearch/solr/server/solr/configsets/tweet_configs
vi /opt/lucidworks-
hdpsearch/solr/server/solr/configsets/tweet_configs/conf/solrconfig.xml
```

```
mrizvi — solr@sandbox:/root — ssh root@127.0.0.1 -p2222 — 80...

[[root@sandbox ~]# su solr

[[solr@sandbox root]$

[[solr@sandbox root]$ cp -r /opt/lucidworks-hdpsearch/solr/server/solr/configsets/data_driven_schema_configs /opt/lucidworks-hdpsearch/solr/server/solr/configset s/tweet_configs

[solr@sandbox root]$ vi /opt/lucidworks-hdpsearch/solr/server/solr/configsets/tweet_configs/conf/solrconfig.xml
```

Once the file is opened in vi type

Note In **vi** the command below should not be run in **INSERT** mode. / will do a find for the text that you type after it.

/solr.ParseDateFieldUpdateProcessorFactory

This will bring you to the part of the config where we need to add the following:

```
<str>EEE MMM d HH:mm:ss Z yyyy</str>
```

Make sure this is inserted just above all of the other <str> tags.

Note In **vi**, to type or insert anything you must be in *insert mode*. Press **i** on your keyboard to enter insert mode in **vi**.

After inserting the above, the portion of the file should look something like this:

Finally press the **Escape key** on your keyboard and type :wq to save and close the solrconfig.xml file.

Next we need to replace a JSON file. Use the following commands to move the original and download the replacement file:

```
cd /opt/lucidworks-hdpsearch/solr/server/solr-
webapp/webapp/banana/app/dashboards/

mv default.json default.json.orig

wget https://raw.githubusercontent.com/hortonworks/data-
tutorials/master/tutorials/hdp/analyzing-social-media-and-customer-sentiment-
with-apache-nifi-and-hdp-search/assets/default.json
```

```
[solr@sandbox ~]$ cd /ohm/lucidworks-hdpsearch/solr/server/solr-webapp/webapp/ba
nana/app/dashboards/
[solr@sandbox dashboards]$ mv default.json default.json.orig
[solr@sandbox dashboards]$
[solr@sandbox dashboards]$ wget https://raw.githubusercontent.com/abajwa-hw/amba
ri-nifi-service/master/demofiles/default.json
--2016-09-22 05:58:35-- https://raw.githubusercon.nt.com/abajwa-hw/ambari-nifi
-service/master/demofiles/default.json
Resolving raw.githubusercontent.com... 151.101.40.133
Connecting to raw.githubusercontent.com/151.101.40.133/:443... connected.
HTTP request sent, awaiting response... 200 OK
Length: 18536 (18K) [text/plain]
Saving to: "default.json"
100%[------] 18,536
                                                       --.-K/s
                                                                 in 0.01s
2016-09-22 05:58:35 (1.42 MB/s) - "default.json" saved [18536/18536]
[solr@sandbox dashboards]$
```

Then we are going to add a collection called "tweets"

```
/opt/lucidworks-hdpsearch/solr/bin/solr create -c tweets -d tweet_configs -s
1 -rf 1 -p 8983
```

Note: Here -c indicates the name

- -d is the config directory
- -s is the number of shards
- -rf is the replication factor
- -p is the port at which Solr is running

```
[solr@sandbox dashboards]$ /opt/lucidworks-hdpsearch/solr/bin/solr create -c twee
ts -d tweet_configs -s 1 -rf 1
Connecting to ZooKeeper at localhost:2181
Uploading /opt/lucidworks-hdpsearch/solr/server/solr/configsets/tweet_configs/con
f for config tweets to ZooKeeper at localhost:2181
Creating new collection 'tweets' using command:
http://10.0.2.15:8983/solr/admin/collections?action=CREATE&name=tweets&numShards=
1\& replication Factor = 1\& maxShards PerNode = 1\& collection.configName = tweets
  "responseHeader":{
    "status":0,
    "QTime":7859},
  "success":{"":{
      "responseHeader":{
        "status":0,
        "QTime":7154},
      "core": "tweets_shard1_replica1"}}}
```

We can now go back to running commands as the **root** user. Run

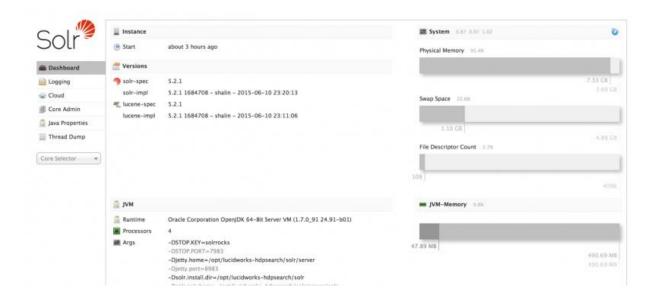
exit

This will log you out of the solr user

Great! Now Solr should be installed and running on your sandbox!

Ensure that you can access the Solr UI by navigating

to http://sandbox.hortonworks.com:8983/solr/



GENERATING RANDOM TWEET DATA FOR HIVE AND SOLR

First you'll need to SSH into the sandbox execute the following command

wget https://raw.githubusercontent.com/hortonworks/datatutorials/master/tutorials/hdp/analyzing-social-media-and-customer-sentimentwith-apache-nifi-and-hdp-search/assets/twitter-gen.sh

Then run the command with your specified number of tweets that you would like to generate.

bash twitter-gen.sh {NUMBER_OF_TWEETS}

Example:

bash twitter-gen.sh 2000

The script will generate the data and put it in the directory /tmp/data/

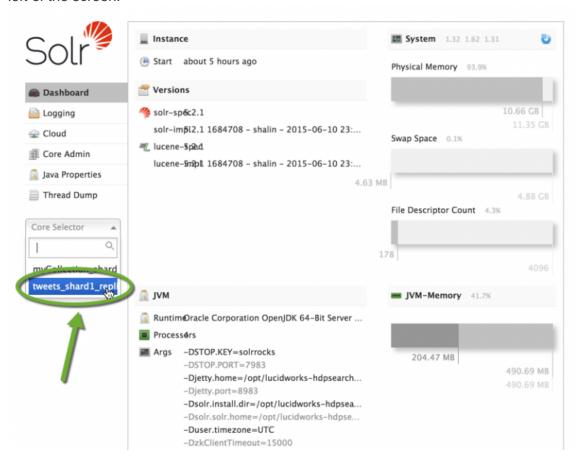
You can now continue with the rest of the tutorial.

ANALYZE AND SEARCH DATA WITH SOLR

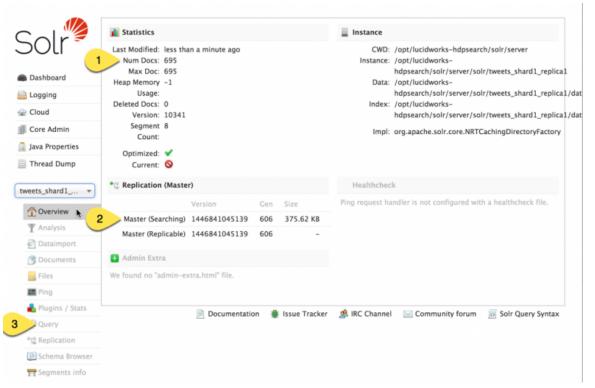
Now that we have our data in HDP-Search/Solr we can go ahead and start searching through our data.

Let's go do some custom search on the data! Head back to the normal Solr dashboard at http://sandbox.hortonworks.com:8983/solr

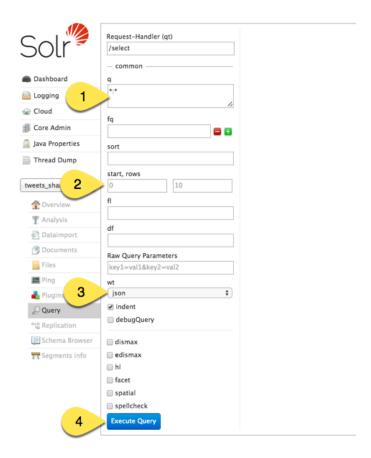
Select the **tweets shard** that we created before from the Core Selector menu on the bottom left of the screen.



Once you've selected the tweets shard we can look to see what Solr has done with our data.



- 1. If you used the twitter-gen.sh script then this number should be close to the amount of tweets that you generated.
- 2. Here we can see the size on the disk that the data is taking up in Solr. We don't have many tweets collected yet, so this number is quite small.
- 3. On the left side bar there are a number of different tabs to view the data that's stored within Solr. We're going to focus on the **Query** one, but you should explore the others as well.
 - Click on the query tab, and you should be brought to screen like the following:

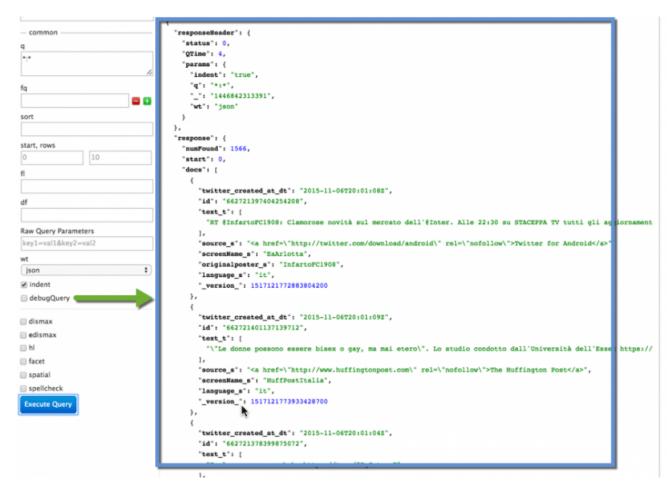


We're only going to be using 3 of these fields before we execute any queries, but let's quickly outline the different query parameters

- **fq**: This is a filter query parameter it lets us retrieve data that only contains certain values that we're looking for. Example: we can specify that we only want tweets after a certain time to be returned.
- **sort**: self-explanatory. You can sort by a specified field in ascending or descending order. we could return all tweets by alphabetical order of Twitter handles, or possible by the time they were tweeted as well.
- **start, rows**: This tells us where exactly in the index we should start searching, and how many rows should be returned when we execute the query. The defaults for each of these is 0 and 10 respectively.
- **fl**: Short for *field list* specify which fields you want to be returned. If the data many, many fields, you can choose to specify only a few that are returned in the query.
- **df**: Short for *default fields* you can tell which fields solr should be searching in. You will not need this if the query fields are already defined.
- **Raw Query Params**: These will be added directly the the url that is requested when Solr send the request with all of the query information.

 wt: This is the type of data that solr will return. We can specify many things such as JSON, XML, or CSV formatting.

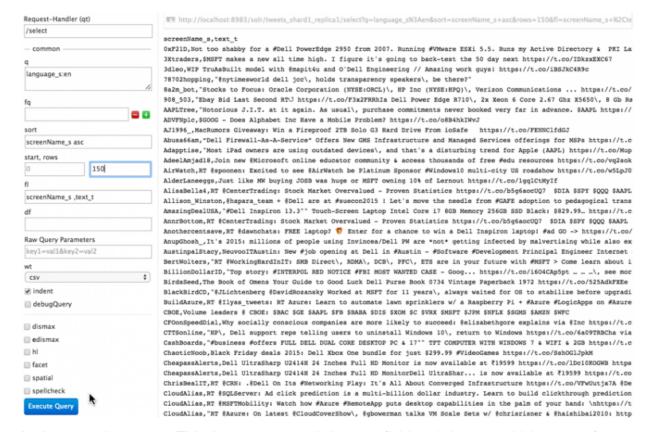
We are not going to worry about the rest of the flags. Without entering any parameters click **Execute Query**.



From this you should be able to view all the tweet data that is collected. Try playing with some of the parameters and add more to the **rows** value in the query to see how many results you can obtain.

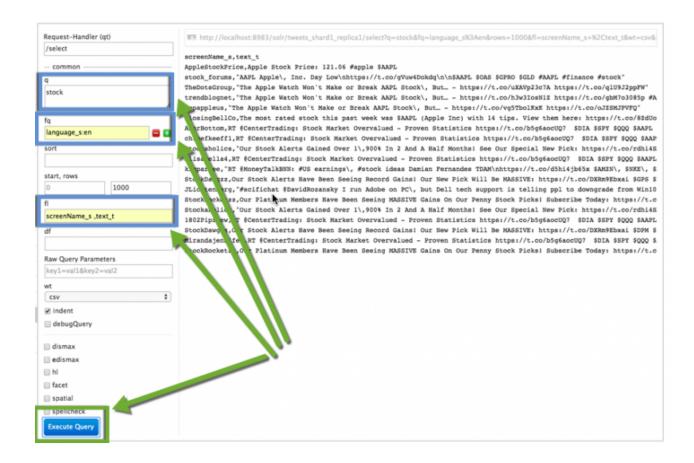
Now let's do a real guery and see if we can find some valuable data.

- For **q** type language s:en
- For sort type screenName_s asc
- For **rows** type **150**
- For fl type screenName_s, text_t
- For wt choose csv



Let's try one last query. This time you can omit the **sort** field and chooses whichever **wt** format you like. Keep the **fl** parameter as is though.

- Specify an fq parameter as language_s:en
- In the query box, pick any keyword. I am going to use stock



ANALY7F TWFFT DATA IN HIVE

Now that we've looked at some of our data and searched it with Solr, let's see if we can refine it a bit more.

But before moving ahead, let us setup **Hive-JSON-Serde** to read the data in **JSON** format. We must use the maven to compile the serde. Go back to the terminal and follow the below steps to setup the maven:

wget http://mirror.olnevhost.net/pub/apache/maven/binaries/apache-maven3.2.1-bin.tar.gz

Now, extract this file:

tar xvf apache-maven-3.2.1-bin.tar.gz

```
mrizvi — root@sandbox:~ — ssh root@127.0.0.1 -p2222 — 80×23
[root@sandbox ~]# wget http://mirror.olnevhost.net/pub/apache/maven/binaries/apa
che-maven-3.2.1-bin.tar.gz
--2016-11-11 00:29:29-- http://mirror.olnevhost.net/pub/apache/maven/binaries/a
pache-maven-3.2.1-bin.tar.gz
Resolving mirror.olnevhost.net... 188.165.227.148
Connecting to mirror.olnevhost.netl188.165.227.1481:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: 6927918 (6.6M) [application/x-gzip]
Saving to: "apache-maven-3.2.1-bin.tar.gz"
100%[------] 6,927,918 1.02M/s in 6.5s
2016-11-11 00:29:37 (1.02 MB/s) apache-maven-3.2.1-bin.tar.gz" saved [6927918
/6927918]
[root@sandbox ~]# tar xvf apache-maven-3.2.1-bin.tar.gz
apache-maven-3.2.1/boot/plexus-classworlds-2.5.1.jar
apache-maven-3.2.1/lib/maven-embedder-3.2.1.jar
apache-maven-3.2.1/lib/maven-settings-3.2.1.jar
apache-maven-3.2.1/lib/plexus-utils-3.0.17.jar
apache-maven-3.2.1/lib/maven-core-3.2.1.jar
apache-maven-3.2.1/lib/maven-model-3.2.1.jar
apache-maven-3.2.1/lib/maven-settings-builder-3.2.1.jar
```

Now since our maven is installed, let us download the Hive-JSON-Serde. Type the following command:

```
git clone https://github.com/rcongiu/Hive-JSON-Serde
```

This command must have created the new directory, go inside to that directory using cd:

```
cd Hive-JSON-Serde
```

Next, run the command to compile the serde:

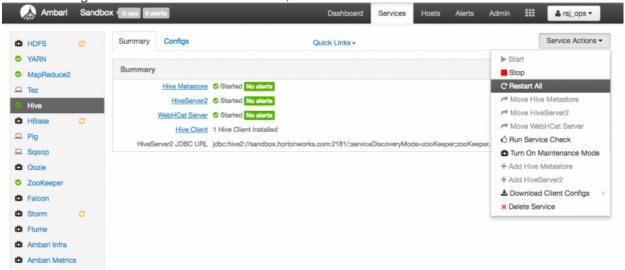
```
./../apache-maven-3.2.1/bin/mvn -Phdp23 clean package
```

```
mrizvi — root@sandbox:~/Hive-JSON-Serde — ssh root@127.0.0.1 -p2222 — 80×23
[root@sandbox ~]# git clone https://github.com/rcongiu/Hive-JSON-Serde
Initialized empty Git repositive in /root/Hive-JSON-Serde/.git/
remote: Counting objects: 2297, acce.
remote: Total 2297 (delta 0), reused 0 (delta 0), pack-reused 2297
Receiving objects: 100% (2297/2297), 503.08 KiB | 447 KiB/s, done.
Resolving deltas: 100% (717/717), done.
[[root@sandbox ~]# cd Hive-JSON-Serde/
[root@sandbox Hive-JSON-Serde]# ./../apache-maven-3.2.1/bin/mvn -Phdp23 clean pa
ckage
[INFO] Scanning for projects...
Downloading: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon-ss
h-external/2.2/wagon-ssh-external-2.2.pom
Downloaded: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon-ssh
-external/2.2/wagon-ssh-external-2.2.pom (5 KB at 9.6 KB/sec)
Downloading: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon-pr
oviders/2.2/wagon-providers-2.2.pom
Downloaded: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon-pro
viders/2.2/wagon-providers-2.2.pom (3 KB at 51.0 KB/sec)
Downloading: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon/2.
2/wagon-2.2.pom
Downloaded: http://repo.maven.apache.org/maven2/org/apache/maven/wagon/wagon/2.2
/wagon-2.2.pom (16 KB at 196.0 KB/sec)
Downloading: http://repo.maven.apache.org/maven2/org/apache/maven/maven-parent/2
```

Wait for its completion, and then you must copy the serde jar to the Hive lib:

cp json-serde/target/json-serde-1.3.9-SNAPSHOT-jar-with-dependencies.jar
/usr/hdp/2.6.0.3-8/hive/lib
cp json-serde/target/json-serde-1.3.9-SNAPSHOT-jar-with-dependencies.jar
/usr/hdp/2.6.0.3-8/hive2/lib

DO NOT forget to Restart Hive from Ambari,



We're going to attempt to get the sentiment of each tweet by matching the words in the tweets with a sentiment dictionary. From this we can determine the sentiment of each tweet and analyze it from there.

Next, you'll need to SSH into the sandbox again and run the following two commands

```
# Virtualbox
     sudo -u hdfs hdfs dfs -chown -R maria_dev /tmp/tweets_staging
     sudo -u hdfs hdfs dfs -chmod -R 777 /tmp/tweets_staging
```

After the commands complete let's go to the Hive view. Head over to http://sandbox.hortonworks.com:8080. Login into Ambari. Refer to Learning the Ropes of the Hortonworks Sandbox if you need assistance with logging into Ambari.

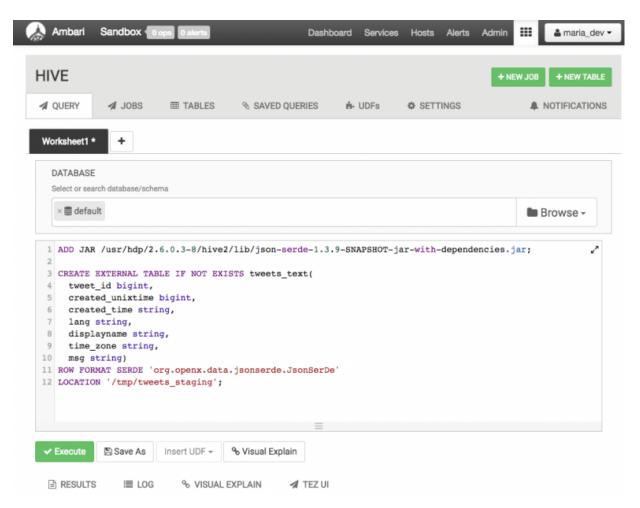
Note: login credentials are maria_dev/maria_dev (Virtualbox). Use the dropdown menu at the top to get to the Hive view.

Enter **Hive View 2.0**. Execute the following command to create a table for the tweets

```
ADD JAR /usr/hdp/2.6.0.3-8/hive2/lib/json-serde-1.3.9-SNAPSHOT-jar-with-dependencies.jar;

CREATE EXTERNAL TABLE IF NOT EXISTS tweets_text(
   tweet_id bigint,
   created_unixtime bigint,
   created_time string,
   lang string,
   displayname string,
   time_zone string,
   msg string)

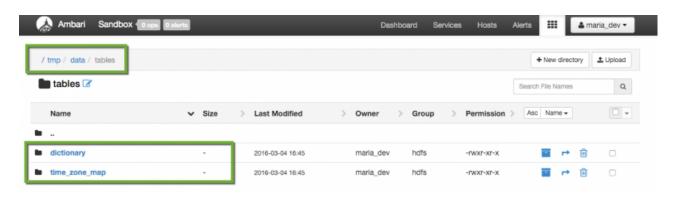
ROW FORMAT SERDE 'org.openx.data.jsonserde.JsonSerDe'
LOCATION '/tmp/tweets_staging';
```



Now we're going to need to do some data analysis.

First, you're going to need to head to the **HDFS Files View** and create a new directory in /tmp/data/tables

Then create two new directories inside of /tmp/data/tables. One named time_zone_map and another named dictionary



In each of the folders respectively you'll need to upload the dictionary.tsv_file, and the time_zone_map.tsv_file to each of their respective directories.

After doing so, you'll need to run the following command on the Sandbox:

```
sudo -u hdfs hdfs dfs -chmod -R 777 /tmp/data/tables
```

Finally, run the following two commands in **Hive View 2.0**:

The first table created is **dictionary** and the dataset loaded into the table is in this path: /tmp/data/tables/dictionary.

The second table created is **time_zone_map** and the dataset loaded into the table is in this path: /tmp/data/tables/time_zone_map.

```
CREATE EXTERNAL TABLE if not exists time_zone_map (
    time_zone string,
    country string,
    notes string )
ROW FORMAT DELIMITED
FIELDS TERMINATED BY 't'
STORED AS TEXTFILE
LOCATION '/tmp/data/tables/time_zone_map';
```

Next, we'll need to create two table views from our tweets which will simplify the columns the data we have access to.

tweets_simple view:

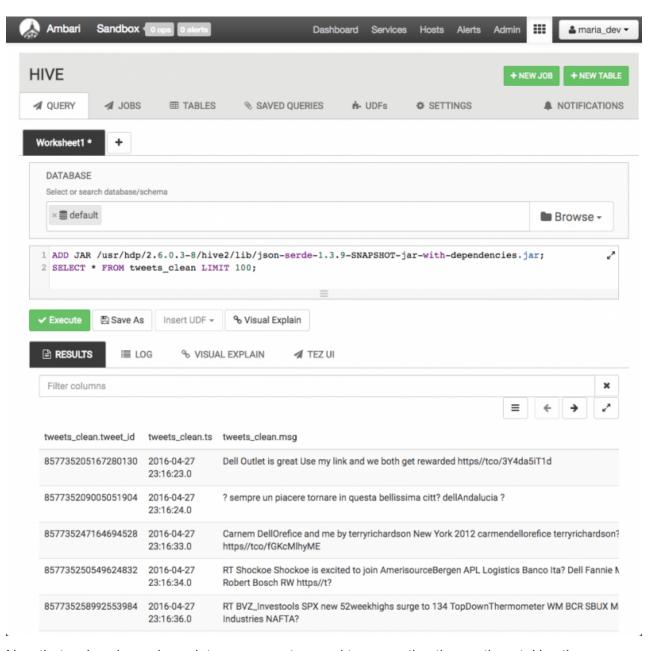
```
CREATE VIEW IF NOT EXISTS tweets_simple AS
SELECT
  tweet_id,
  cast ( from_unixtime( unix_timestamp(concat( '2016 ',
  substring(created_time,5,15)), 'yyyy MMM dd hh:mm:ss')) as timestamp) ts,
  msg,
  time_zone
FROM tweets_text;
```

tweets_clean view:

```
CREATE VIEW IF NOT EXISTS tweets_clean AS
SELECT
   t.tweet_id,
   t.ts,
   t.msg,
   m.country
FROM tweets_simple t LEFT OUTER JOIN time_zone_map m ON t.time_zone =
m.time_zone;
```

After running the above commands, you should be able to run:

```
ADD JAR /usr/hdp/2.6.0.3-8/hive2/lib/json-serde-1.3.9-SNAPSHOT-jar-with-dependencies.jar;
SELECT * FROM tweets_clean LIMIT 100;
```



Now that we've cleaned our data we can get around to computing the sentiment. Use the following Hive commands to create some views that will allow us to do that.

```
-- Compute sentiment
create view IF NOT EXISTS 11 as select tweet_id, words from tweets_text
lateral view explode(sentences(lower(msg))) dummy as words;

create view IF NOT EXISTS 12 as select tweet_id, word from 11 lateral view
explode( words ) dummy as word;

create view IF NOT EXISTS 13 as select
    tweet_id,
    12.word,
    case d.polarity
    when 'negative' then -1
    when 'positive' then 1
    else 0 end as polarity
from 12 12 left outer join dictionary d on 12.word = d.word;
```

Now that we could compute some sentiment values we can assign whether a tweet was **positive**, **neutral**, or **negative**. Use this next Hive command to do that.

tweets sentiment table:

```
ADD JAR /usr/hdp/2.6.0.3-8/hive2/lib/json-serde-1.3.9-SNAPSHOT-jar-with-
dependencies.jar;

create table IF NOT EXISTS tweets_sentiment stored as orc as select
  tweet_id,
  case
  when sum( polarity ) > 0 then 'positive'
  when sum( polarity ) < 0 then 'negative'
  else 'neutral' end as sentiment
from 13 group by tweet_id;</pre>
```

Note: We will need to specify the location of the json-serde library JAR file since this table references another table that works with json data.

Lastly, to make our analysis somewhat easier we are going to turn those 'positive', 'negative', and 'neutral' values into numerical values using the next Hive command

tweetsbi table:

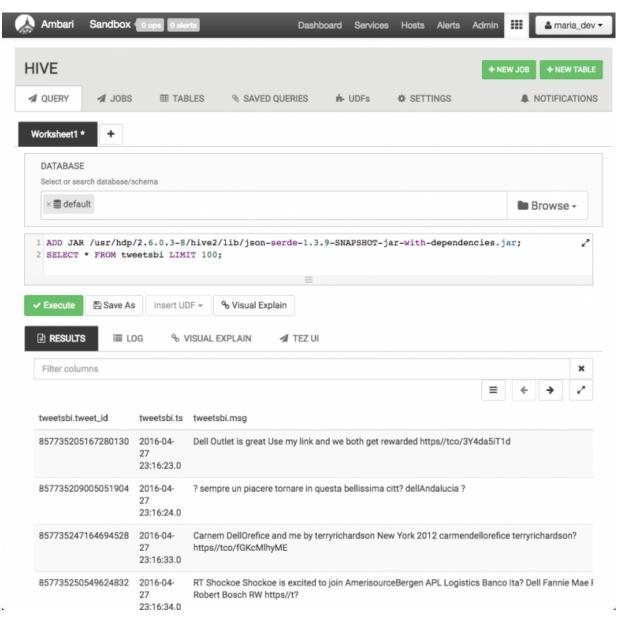
```
ADD JAR /usr/hdp/2.6.0.3-8/hive2/lib/json-serde-1.3.9-SNAPSHOT-jar-with-
dependencies.jar;

CREATE TABLE IF NOT EXISTS tweetsbi
STORED AS ORC
AS SELECT
    t.*,
    case s.sentiment
    when 'positive' then 2
    when 'neutral' then 1
    when 'negative' then 0
    end as sentiment
FROM tweets_clean t LEFT OUTER JOIN tweets_sentiment s on t.tweet_id =
s.tweet_id;
```

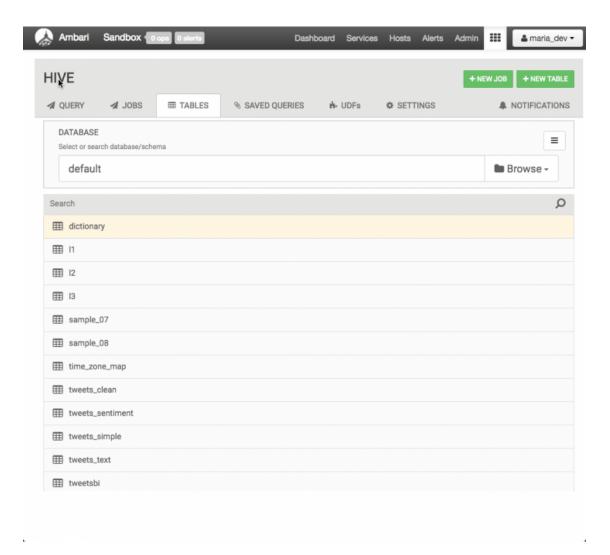
Load the tweetsbi data:

```
ADD JAR /usr/hdp/2.6.0.3-8/hive2/lib/json-serde-1.3.9-SNAPSHOT-jar-with-dependencies.jar;
SELECT * FROM tweetsbi LIMIT 100;
```

This command should yield our results table as shown below.



Now we have created all our hive tables and views. They should appear in the **TABLES** tab where you can see all tables and views in your current database: as shown below:

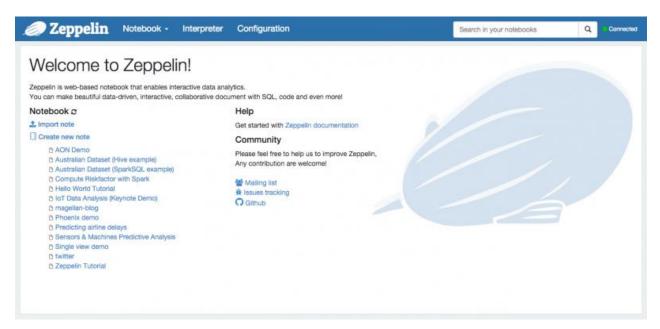


Try the new Hive Visualization tab!

On the right-hand side of the screen try clicking the **graph icon** in the column located in row 3. It will bring up a new tab where you can directly create charts using your query results in Hive! Now that we can access the sentiment data in our Hive table let's do some visualization on the analysis using Apache Zeppelin.

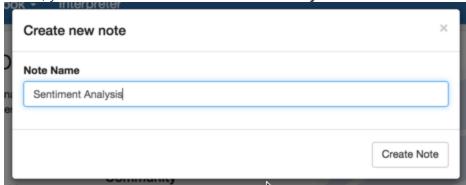
VISUALIZE SENTIMENT WITH ZEPPELIN

Make sure your Zeppelin service is started in Ambari, then head over to the Zeppelin at http://sandbox.hortonworks.com:9995.



Use the **Notebook** dropdown menu at the top of the screen and click **+ Create New Note**. After

which, you can name the note Sentiment Analysis.



After creating the note, open it up to the blank Notebook screen and type the following command.

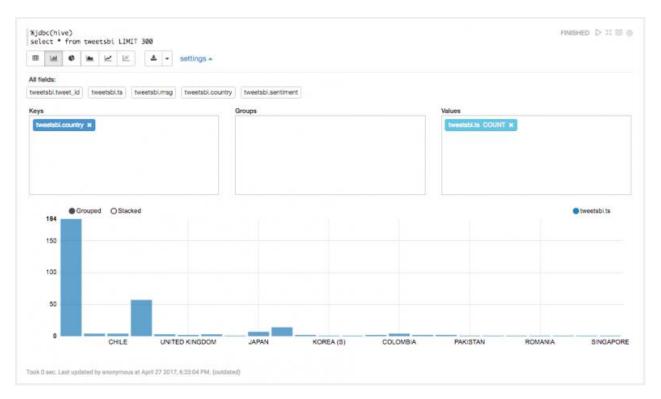
```
%jdbc(hive)
select * from tweetsbi LIMIT 300
```

We're limiting our query to just 300 results because right now we won't need to see everything.

And if you've collected a lot of data from NiFi, then it could slow down your computer.

- Arrange your results so that your chart is a bar graph.
- The tweetsbi.country column is a key and the tweetsbi.sentiment as the value.
- Make sure that **sentiment** is labeled as **COUNT**.
- Run the query by clicking the arrow on the right hand side, or by pressing Shift+Enter.

Your results should look like the following:



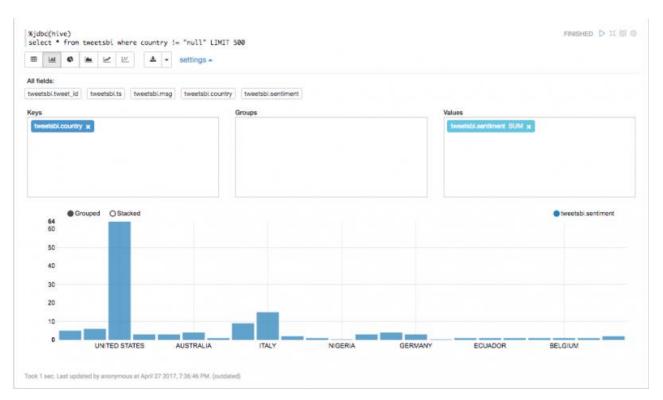
After looking at the results we see that if we group by country that many tweets are labeled as null.

For the sake of visualization let's remove any tweets that might appear in our select statement that have a country value of "null", as well as increase our result limit to 500.

Scroll down to the next note and create run the following query, and set up the results the same way as above.

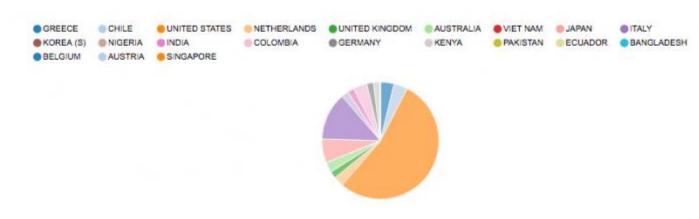
Note Before running Hive queries, restart the Spark Interpreter since Spark jobs take up cluster resources. Click the **Interpreter** tab located near Zeppelin logo at the top of the page, under **Spark** click on the button that says **restart**.

```
%jdbc(hive)
select * from tweetsbi where country != "null" LIMIT 500
```



Great! Now given the data we have, we can at least have an idea of the distribution of users whose tweets come from certain countries!

You can also experiment with this and try a pie chart as well.

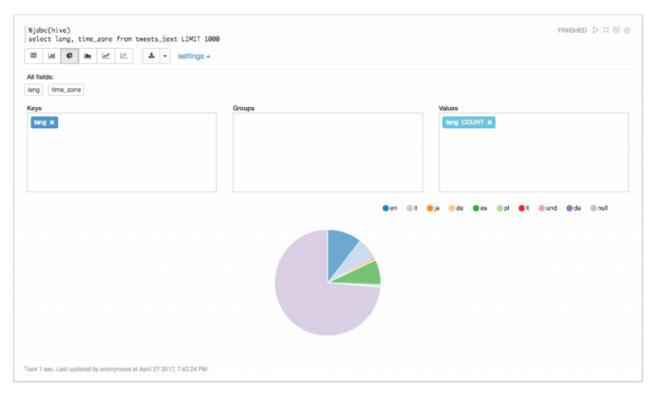


In our original raw tweet data from NiFi we also collected the language from our users as well. So we can also get an idea of the distribution of languages!

Run the following query and make

- lang as the Key
- COUNT for lang in values

%jdbc(hive) select lang, time_zone from tweets_text LIMIT 1000



If you have not seen from our earlier analysis in Hive

- A bad or negative sentiment is **0**
- A neutral sentiment value is 1.
- A positive sentiment value is 2.

Using this we can now look at individual countries and see the sentiment distributions of each.

```
%jdbc(hive)
select sentiment, count(country), country from tweetsbi group by sentiment,
country having country != "null"
```



Using this data you can determine how you might want to market your products to different countries!