

Infrastructure - Task #5988

Determine cause of ldap "server not responding" errors between prod CNs

2014-07-22 02:02 - David Doyle

<b>Status:</b>	New	<b>Start date:</b>	2014-07-22
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jing Tao	<b>% Done:</b>	0%
<b>Category:</b>	Hardware	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Story Points:</b>	
<b>Milestone:</b>	None		
<b>Product Version:</b>			
<b>Description</b>			
Check_MK is reporting errors like the following on prod environment:			
Host: cn-ucsb-1.dataone.org			
Alias: cn-ucsb-1.dataone.org			
Address: 128.111.54.80			
Service: LDAP cn-UNM-1.dataone.org/389			
State: CRITICAL -> CRITICAL (PROBLEM)			
Command: check_mk-ldap			
Output: CRIT - server not responding			
<b>Perfdata:</b>			
Cjones reports that he has seen these errors from all three CNs referring to all three CNs.			
Will get on check_MK shortly to see what I see on that end, but in the meantime, I logged into the three prod CNs to check what 389 is open to on each CN.			
cn-orc-1:			
389	ALLOW	160.36.13.150	
389	ALLOW	127.0.0.1	
389	ALLOW	64.106.40.6	
389	ALLOW	160.36.13.153	
This doesn't look right. In order, this is itself (160.36.13.153), itself (127.0.0.1), cn-unm-1 (64.106.40.6, but interestingly, not showing up in nslookup and cannot ping from cn-orc-1), and cn-dev-orc-1.			
cn-ucsb-1:			
Ufw reports no entries for port 389.			
cn-unm-1:			
389	ALLOW	64.106.40.6	
389	ALLOW	160.36.13.150	
Itself (64.106.40.6) and cn-orc-1 (160.36+.13.150). No entry for cn-ucsb-1.			
Unless some fancy port forwarding tricks are happening on prod, these look like pretty glaring discrepancies. Will discuss with coredev as soon as a quorum is available to do so.			

History

#1 - 2014-07-22 17:01 - David Doyle

Added entries to ufw for prod CNs as needed to allow prod CNs to contact each other on port 389. While I was doing that, check\_MK began sending out "server is responding" service recovery emails.

Going to reassign this to Jing to check over prod CN build/upgrade scripts and procedures to ensure that port 389 is opened correctly during buildouts

and OS upgrades.

**#2 - 2014-07-22 23:18 - David Doyle**

- *Project changed from Infrastructure Administration to Infrastructure*
- *Category changed from ORC - general to Hardware*
- *Assignee changed from David Doyle to Jing Tao*
- *Milestone set to None*