

Infrastructure - Task #5988

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

2014-07-22 02:02 - David Doyle

Status:	New	Start date:	2014-07-22
Priority:	Normal	Due date:	
Assignee:	Jing Tao	% Done:	0%
Category:	Hardware	Estimated time:	0.00 hour
Target version:		Story Points:	
Milestone:	None		
Product Version:			

Description

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
```

Perfdata:

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*