



Paige Kulzer &lt;pkulzer@charlotte.edu&gt;

## Re: problem with igbquickload.org even using new IP address, was: Re: cci-vm12.uncc.edu down until the morning

1 message

Ann Loraine &lt;ann.loraine@charlotte.edu&gt;

Tue, Aug 27, 2024 at 11:45 AM

To: Benjamin Stalcup &lt;benjamins@charlotte.edu&gt;

Cc: Brandon Chap &lt;bchap@charlotte.edu&gt;, cci-sysadmins-group &lt;cci-sysadmins-group@charlotte.edu&gt;, Paige Kulzer &lt;pkulzer@charlotte.edu&gt;, Nowlan Freese &lt;nfreese@charlotte.edu&gt;

Update from Ann Loraine and IGB team:

We have not completed testing. We (myself or one of my colleagues) needs to create a "ticket" in our system describing the testing we need to do - mainly using our software and web browsers, connecting from different machines on different networks.

I think we should have effort available for this near the end of the week, possibly sooner.

I am "cc-ing" Nowlan Freese and Paige Kulzer on this email to keep them in the loop.

Thank you very much for all the work you're doing on this!!!

On Tue, Aug 27, 2024 at 10:18AM Benjamin Stalcup <benjamins@charlotte.edu> wrote:

There hasn't been anything else interesting to hit the console in the past few days.

Have all URLs and access been found to be working properly since Brandon added the hairpin NAT supporting internal network access to the system at its internet IP?

On Thu, Aug 22, 2024 at 5:02 PM Benjamin Stalcup <benjamins@charlotte.edu> wrote:

I'm finding that this isn't specific to your VM. There was something this morning affecting all VMs. Elsewhere I'm seeing "self-detected stall on CPU" and may have been related to a brief storage unavailability issue - though that isn't clear. From what I can tell, no VM has actually suffered adverse consequences but all the VMs have similar messages on console.

On Thu, Aug 22, 2024 at 4:31 PM Ann Loraine <ann.loraine@charlotte.edu> wrote:

Can you tell if this is a new problem - post-migration?

On Thu, Aug 22, 2024 at 2:20 PM Benjamin Stalcup <benjamins@charlotte.edu> wrote:

It looks like apache may be having issues on the VM. Perhaps 5 crashes since yesterday morning.

```

valid_lft 7193sec preferred_lft 7193sec
inet6 fe80::250:30ff:fe01:42/64 scope link
valid_lft forever preferred_lft forever
data.bioviz.org root$ [74676.517835] INFO: task apache2:4078 blocked for more than 120 seconds.
[74676.520120] Not tainted 5.15.0-118-generic #128-Ubuntu
[74676.522384] "echo 0 > /proc/sys/kernel/hung_task_timeout_secs" disables this message.
[74797.351698] INFO: task jbd2/dm-5-8:893 blocked for more than 120 seconds.
[74797.353559] Not tainted 5.15.0-118-generic #128-Ubuntu
[74797.355479] "echo 0 > /proc/sys/kernel/hung_task_timeout_secs" disables this message.
[74797.358271] INFO: task jbd2/dm-6-8:896 blocked for more than 120 seconds.
[74797.358942] Not tainted 5.15.0-118-generic #128-Ubuntu
[74797.359775] "echo 0 > /proc/sys/kernel/hung_task_timeout_secs" disables this message.
[74797.360521] INFO: task apache2:4101 blocked for more than 120 seconds.
[74797.361174] Not tainted 5.15.0-118-generic #128-Ubuntu
[74797.361938] "echo 0 > /proc/sys/kernel/hung_task_timeout_secs" disables this message.
[74797.362994] INFO: task apache2:4078 blocked for more than 241 seconds.
[74797.363744] Not tainted 5.15.0-118-generic #128-Ubuntu
[74797.364410] "echo 0 > /proc/sys/kernel/hung_task_timeout_secs" disables this message.

```

On Thu, Aug 22, 2024 at 3:12 PM Ann Loraine <ann.loraine@charlotte.edu> wrote:

I'm still testing. So far, so good.

I will try to share an update soon.

On Thu, Aug 22, 2024 at 8:22AM Benjamin Stalcup <[benjamins@charlotte.edu](mailto:benjamins@charlotte.edu)> wrote:  
Ann,

Are all access issues resolved at this time? Do you see any problems yet to be addressed?

On Wed, Aug 21, 2024 at 3:19PM Ann Loraine <[ann.loraine@charlotte.edu](mailto:ann.loraine@charlotte.edu)> wrote:  
If you could take a look at this, I would appreciate it!

There seems to be a problem with "[igbquickload.org](http://igbquickload.org)":

As per our previous emails, I changed the IP address associated with address [igbquickload.org](http://igbquickload.org) to 152.15.136.116 - the new IP.

Here is the problem:

When I am connected to the UNC Charlotte VPN, I cannot access the content at [igbquickload.org](http://igbquickload.org) using my Web browser. A browser error is reported: "ERR\_CONNECTION\_TIMED\_OUT"

If I deactivate the VPN, *then* I can access the site.

(I am testing on a non-university managed computer. I'm not sure what happens if "umbrella" is installed. There are some additional complications with "umbrella" but I could not explain how or why!)

Here is the output of "traceroute" while running the VPN on my machine:

```
local aloraine$ traceroute igbquickload.org
traceroute to igbquickload.org (152.15.136.116), 64 hops
max, 52 byte packets
```

```
1 * * *
2 * * *
3 * * *
4 * * *
5 * * *
6 * * *
7 * * *
8 * * *
9 * * *
10 * * *
11 * * *
12 * * *
13 * * *
14 * * *
15 * * *
16 * * *
17 * *
```

When I deactivate the VPN on my machine and re-run "traceroute", I see:

```
local aloraine$ traceroute igbquickload.org
traceroute to igbquickload.org (152.15.136.116), 64 hops
max, 52 byte packets
1 osync (192.168.1.1) 106.316 ms 2.289 ms 2.478 ms
```

```

2  syn-016-098-114-149.res.spectrum.com (16.98.114.149)
3.532 ms  3.295 ms  2.765 ms
3  syn-016-098-114-149.res.spectrum.com (16.98.114.149)
20.781 ms  12.148 ms  9.619 ms
4  * * *
5  * * *
6  * * *
7  * * *
8  syn-016-098-114-149.res.spectrum.com (16.98.114.149)
11.519 ms  8.852 ms  9.654 ms
9  lag-63.bham01-cbr1.netops.charter.com (71.46.164.86)
12.095 ms  7.634 ms  10.141 ms
10 lag-800-10.bcr01nsvntnjy.netops.charter.com (66.109.6.86)
23.086 ms  20.881 ms  18.235 ms
11 * * *
12 ae1.3501.edge6.atlanta2.net.lumen.tech
(4.69.219.146) 27.024 ms  29.603 ms  23.424 ms
13 mcnc.edge6.atlanta2.level3.net (4.15.180.74) 37.977 ms
36.114 ms  37.031 ms
14 ws-gw-to-hntvl-gw.ncren.net (128.109.9.22) 45.608 ms
37.153 ms  47.755 ms
15 128.109.16.54 (128.109.16.54) 83.681 ms  42.741 ms
41.986 ms
16 rup2-inet-6504-1-lo0.uncc.edu (152.15.249.254) 43.865 ms
523.491 ms  44.015 ms
17 * * *
18 * * *
19 * * *
20 * * *
21 * * *
22 * * *
23 * * *

```

On Wed, Aug 21, 2024 at 8:44AM Benjamin Stalcup <[benjamins@charlotte.edu](mailto:benjamins@charlotte.edu)> wrote:  
 It looks like the external [igbquickload.org](http://igbquickload.org) record needs to be updated to point to [152.15.136.116](http://152.15.136.116).

I'll ask Brandon Chap if that is our record.

On Wed, Aug 21, 2024 at 9:40AM Benjamin Stalcup <[benjamins@charlotte.edu](mailto:benjamins@charlotte.edu)> wrote:

```

> igbquickload.org
Server: 8.8.8.8
Address: 8.8.8.8#53

```

```

Non-authoritative answer:
Name: igbquickload.org
Address: 152.15.236.217

```