D4Science Infrastructure - Incident #10196

garr: problem to connect to several garr vm

Nov 02, 2017 05:30 PM - Roberto Cirillo

Status:	Closed	**Start date:**	Nov 02, 2017
Priority:	Normal	**Due date:**	
Assignee:	_InfraScience Systems Engineer	**% Done:**	100%
Category:	System Application	**Estimated time:**	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		

Description

I've tried to access to the following garr vms without success:

```
rstudio instance: ip-90-147-166-170.ct1.garrservices.it very slow
```

another rstudio instance:

```
rcirillo@rcirillo-cnr:~$ ssh gcube@ip-90-147-167-181.ct1.garrservices.it
ssh: connect to host ip-90-147-167-181.ct1.garrservices.it port 22: No route to host
```

another rstudio instance very slow: ip-90-147-167-176.ct1.garrservices.it

I think there are other VMs with the same problem. Could you check please?

History

#1 - Nov 02, 2017 05:46 PM - Andrea Dell'Amico

That some dataminer instances are unavailable you can see it from nagios. I tried to restart them a couple of hours ago but they are still dead.

#2 - Nov 02, 2017 06:14 PM - Andrea Dell'Amico

- Status changed from New to Closed

- % Done changed from 0 to 100

They are all back online.

#3 - Nov 02, 2017 06:23 PM - Roberto Cirillo

- Status changed from Closed to In Progress

The instances in the description were rstudio instances and not dataminer instances.

I've checked right now ip-90-147-167-170.ct1.garrservices.it and I've again a connection timeout:

```
rcirillo@rcirillo-cnr:~$ ssh gcube@ip-90-147-167-170.ct1.garrservices.it
ssh: connect to host ip-90-147-167-170.ct1.garrservices.it port 22: Connection timed out
```

In addition I don't see these instances from nagios.

#4 - Nov 02, 2017 06:35 PM - Andrea Dell'Amico

Your're correct, I only checked the dataminer instances.
The rstudio ones are not on nagios (they were supposed to have a short life span. I'm going to add them).

#5 - Nov 02, 2017 07:13 PM - Andrea Dell'Amico

The rstudio instance remains stuck even after a forced reboot. I opened a ticket to the GARR cloud support.

#6 - Nov 02, 2017 10:51 PM - Andrea Dell'Amico

- Status changed from In Progress to Closed

All the rstudio servers are available again, and you can find them on nagios.