

Elastic Cloud Server

Troubleshooting

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1 General Issues

1.1 Why Accessing a Website Outside the Chinese Mainland Is Slow on an ECS?

Symptom

Websites outside the Chinese mainland, including those in Hong Kong (China), Macao (China), Taiwan (China), and other countries and regions, may be slow to access.

Generally, an international line is used for accessing websites outside the Chinese mainland. However, the international line may inevitably pass through network nodes distributed around the world, resulting in high latency.

Solutions

- **Purchase an ECS in a region (such as CN-Hong Kong) outside the Chinese mainland.**

Considering the physical distance and network infrastructure, you can purchase an ECS in a region outside the Chinese mainland if you need to access websites outside the Chinese mainland.

For example, select the **CN-Hong Kong** region during the ECS purchase.

- **Improve the access speed.**

Alternatively, perform the following operations to speed up the access.

- [Modifying the DNS Configuration](#)
- [Modifying the hosts File](#)

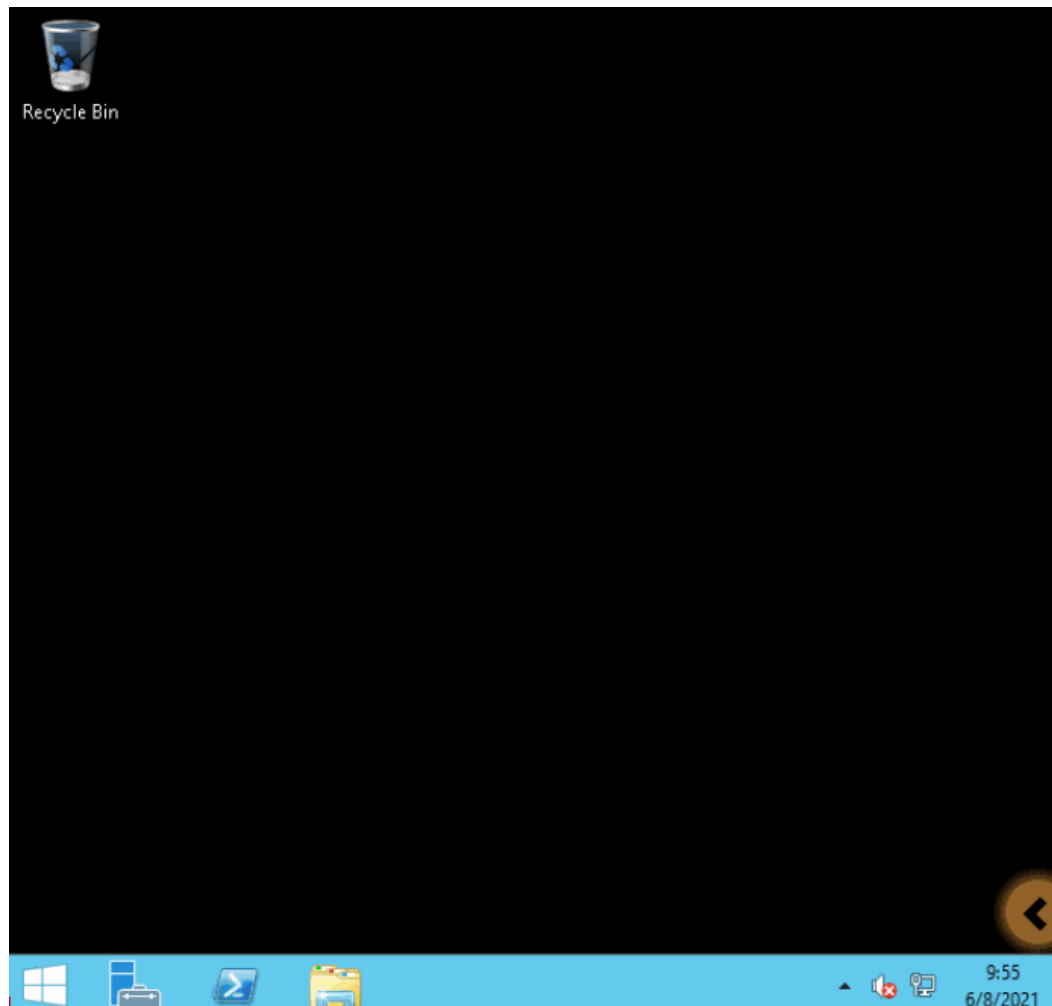
After that, run the `ping -t Website address` command to check the packet loss. For details, see [Checking Whether the Request Is Responded](#).

Modifying the DNS Configuration

Change the DNS server addresses to public DNS server addresses, for example, 101.226.4.6 and 1.1.1.1.

The following figure demonstrates how you can modify the DNS configuration on Windows Server 2012.

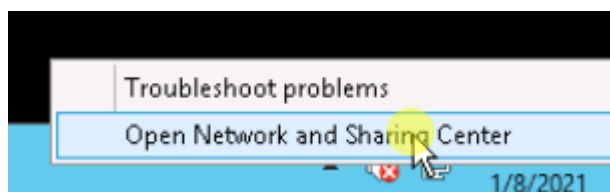
Figure 1-1 Modifying the DNS configuration



The following are detailed operations:

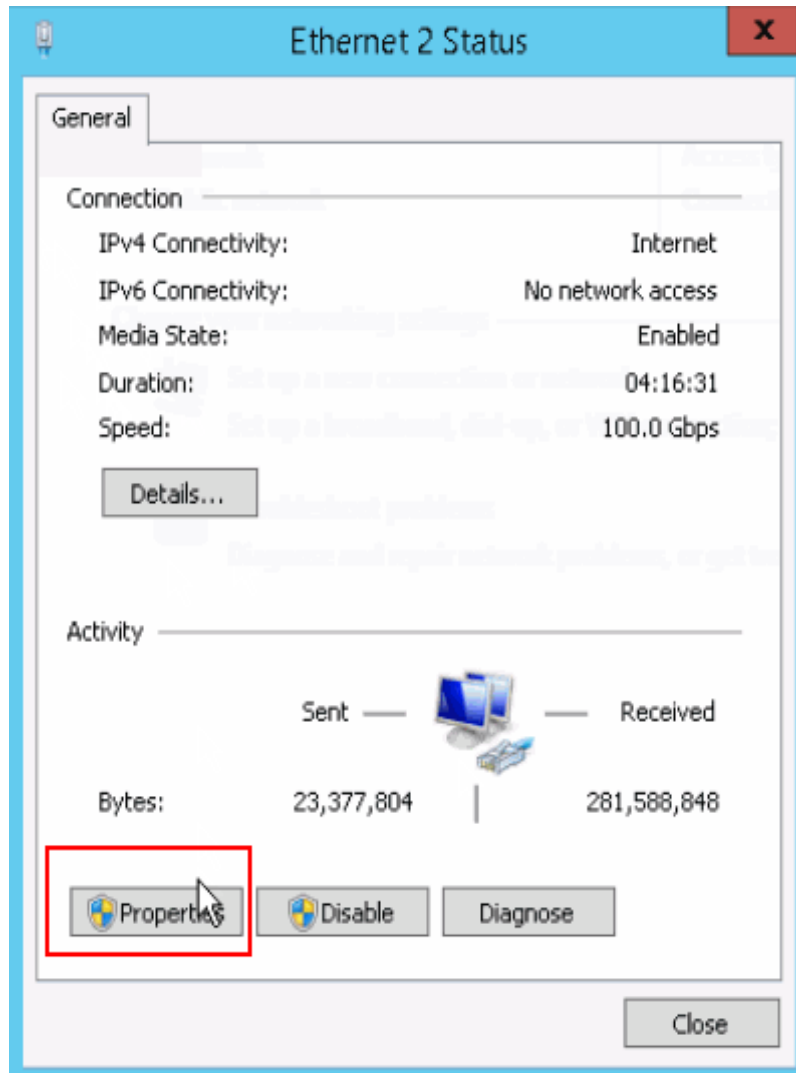
1. Log in to the Windows ECS as user **Administrator**.
2. Enable the local area connection.
 - a. In the lower right corner of the taskbar, right-click the network connection icon.
 - b. Click **Open Network and Sharing Center**.

Figure 1-2 Open Network and Sharing Center



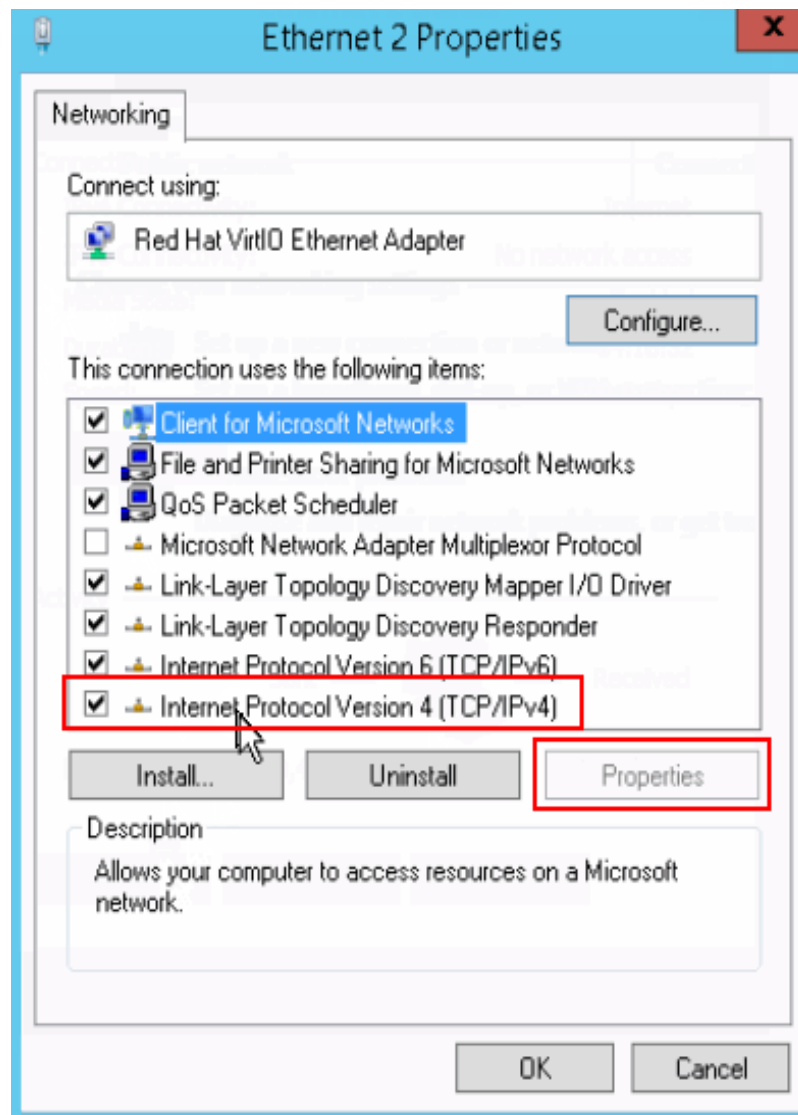
- c. In the navigation pane on the left, click **Change adapter settings**.
- 3. Configure the DNS server for the ECS.
 - a. Double-click network connections.
 - b. Click **Properties** in the lower left corner.

Figure 1-3 Local area connection



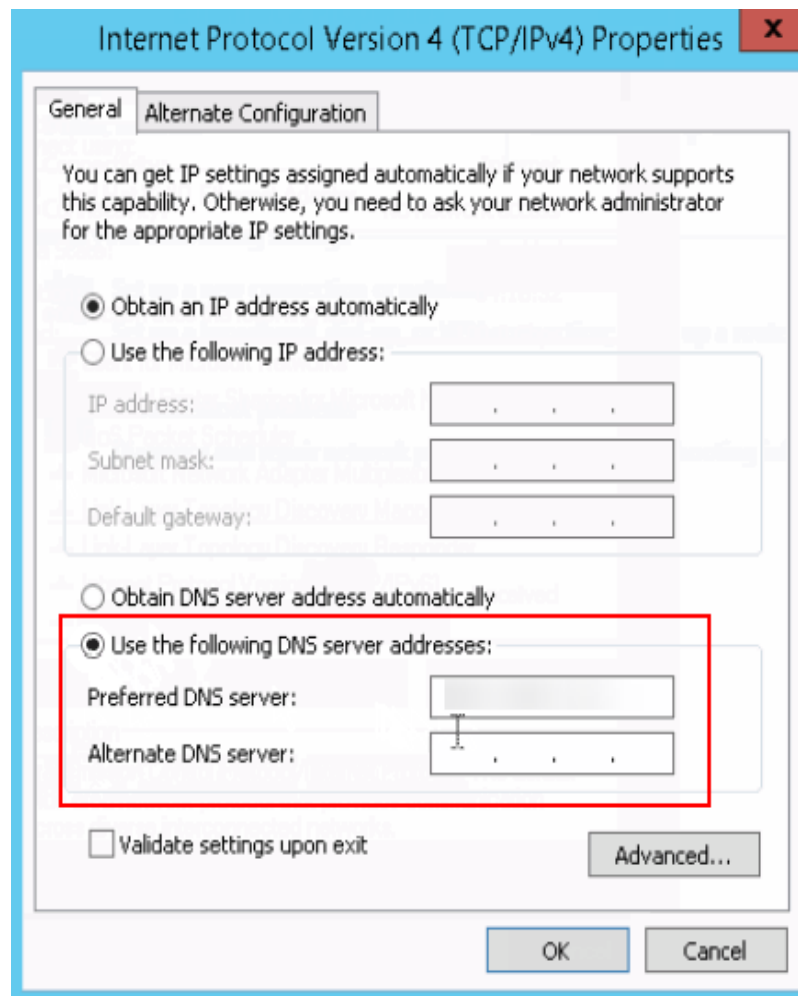
- c. Select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties**.

Figure 1-4 Selecting a protocol type



- d. Select **Use the following DNS server addresses** and set the IP addresses of the DNS servers as prompted.

Figure 1-5 Setting the DNS server addresses



Modifying the hosts File

Select a server that allows you to access the website at the fastest speed and add its IP address and the domain name of the website to the **hosts** file.

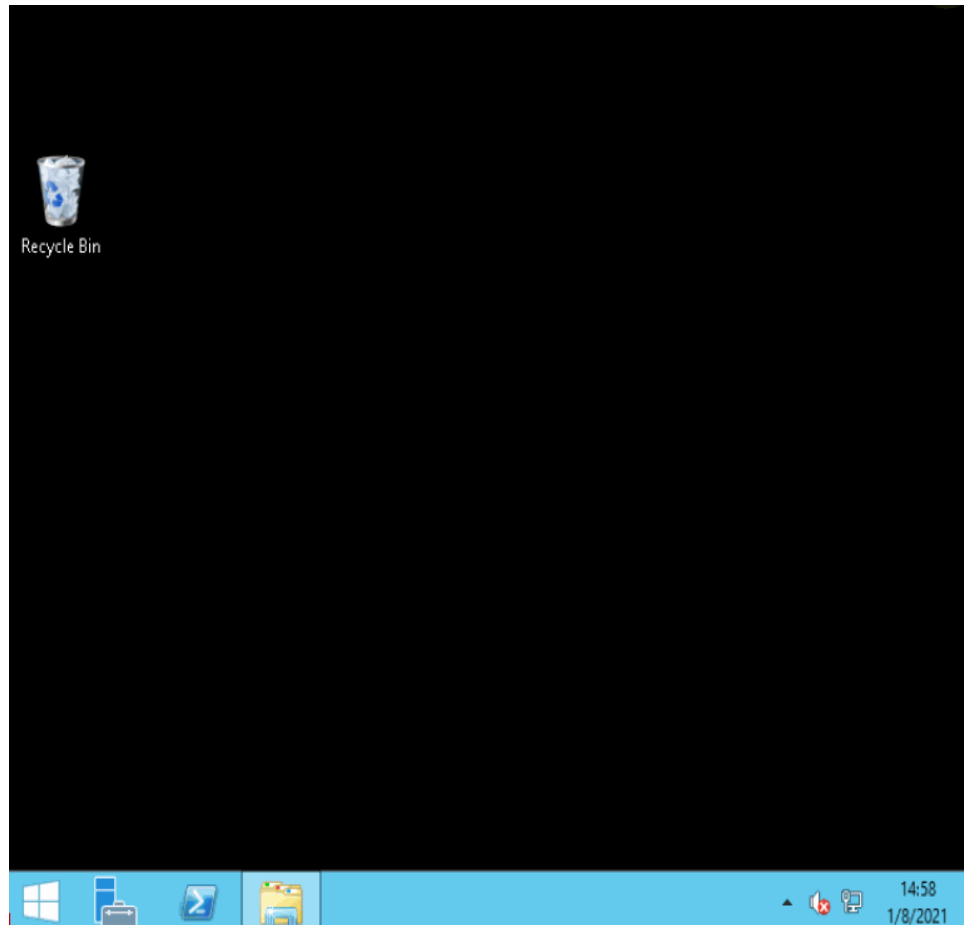
Use either of the following methods to obtain the IP address of the server that allows you to access the website at the fastest speed:

- Ping the domain name.
For details, see [Method 1: Pinging the Domain Name](#).
- Use a ping tool and PingInfoView.
For details, see [Method 2: Using a Ping Tool and PingInfoView](#).

Method 1: Pinging the Domain Name

The following figure demonstrates how you can ping the domain name on Windows Server 2012 to obtain the IP address of the server with the fastest access speed. (www.example.com is used as the example domain name.)

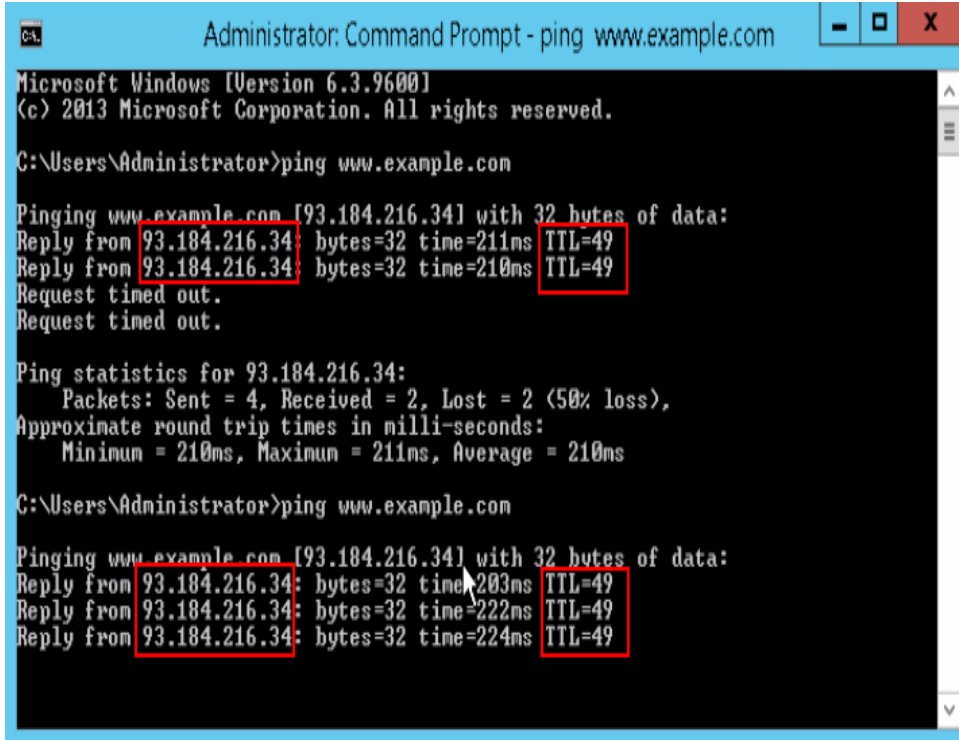
Figure 1-6 Modifying the hosts file



The following are detailed operations:

1. Ping www.example.com and wait for the result.

Figure 1-7 Command output



```
Administrator: Command Prompt - ping www.example.com
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>ping www.example.com

Pinging www.example.com [93.184.216.34] with 32 bytes of data:
Reply from 93.184.216.34: bytes=32 time=211ms TTL=49
Reply from 93.184.216.34: bytes=32 time=210ms TTL=49
Request timed out.
Request timed out.

Ping statistics for 93.184.216.34:
    Packets: Sent = 4, Received = 2, Lost = 2 (50% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 210ms, Maximum = 211ms, Average = 210ms

C:\Users\Administrator>ping www.example.com

Pinging www.example.com [93.184.216.34] with 32 bytes of data:
Reply from 93.184.216.34: bytes=32 time=203ms TTL=49
Reply from 93.184.216.34: bytes=32 time=222ms TTL=49
Reply from 93.184.216.34: bytes=32 time=224ms TTL=49
```

2. Ping the domain name repeatedly and record a stable IP address with the smallest TTL value.

CAUTION

During the ping operation, run the **ipconfig /flushdns** command to refresh the DNS resolution cache. Otherwise, the same IP address will be pinged continuously.

In this example, IP address 93.184.216.34 has the smallest TTL value.

3. Modify the **hosts** file.

Open the **C:\Windows\System32\drivers\etc\hosts** file and add the mapping between the IP address and the domain name in the end of the file.

For example, if the obtained IP address is 93.184.216.34, enter **93.184.216.34 www.example.com** in the end of the hosts file, save and exit the file.

CAUTION

- Exercise caution when you modify the **hosts** file.
You are advised to back up the **hosts** file using either of the following methods: Copy and paste the **hosts** file, or copy and paste the content of the **hosts** file.
- Only the IP address you have configured in the **hosts** file will be returned when the domain name is used to access the website.
- If access is still slow and you want to replace the IP address, delete the existing mapping from the **hosts** file and repeat the proceeding operations to obtain a new IP address.

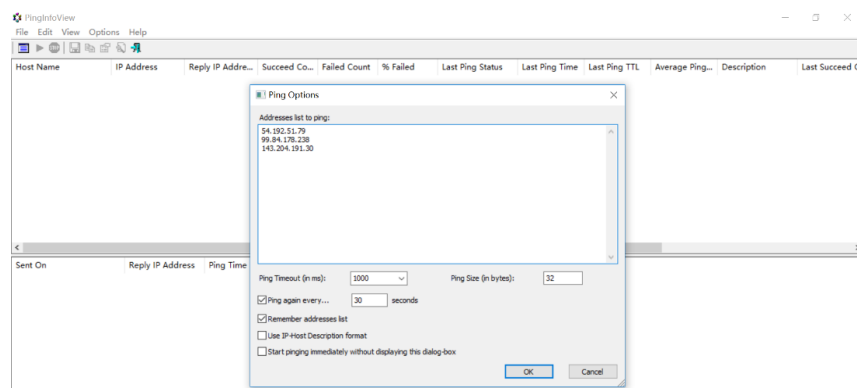
4. Access the website again.

Modifying the **hosts** file can only speed up the website access. If the problem persists, purchase an ECS in a region outside the Chinese Mainland, for example, CN-Hong Kong.

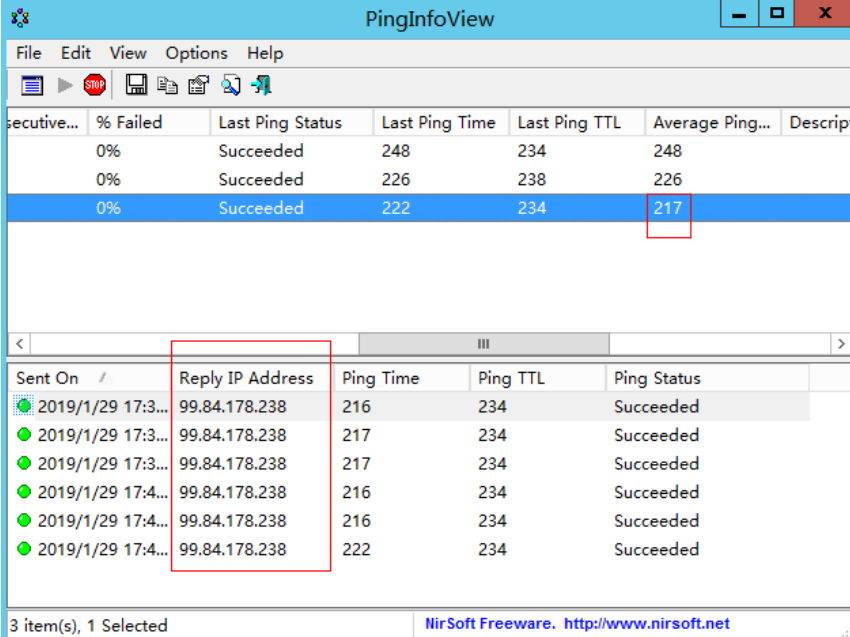
Method 2: Using a Ping Tool and PingInfoView

You can also try to speed up website access by modifying the **hosts** file. To do so, perform the following operations:

1. Log in to your ECS as user **Administrator**.
2. Use a browser to access the ping tool.
3. Enter the domain name of the website and record the IP addresses with the lowest response time. (www.example.com is used as an example.)
4. Download **PingInfoView**, decompress it, and run **PingInfoView.exe**.
5. Open **PingInfoView**, copy the IP addresses obtained in step 3 to the text box, and click **OK**.



6. Copy one IP address in the search result.



secutive...	% Failed	Last Ping Status	Last Ping Time	Last Ping TTL	Average Ping...	Descript
	0%	Succeeded	248	234	248	
	0%	Succeeded	226	238	226	
	0%	Succeeded	222	234	217	

Sent On	Reply IP Address	Ping Time	Ping TTL	Ping Status
2019/1/29 17:3...	99.84.178.238	216	234	Succeeded
2019/1/29 17:3...	99.84.178.238	217	234	Succeeded
2019/1/29 17:3...	99.84.178.238	217	234	Succeeded
2019/1/29 17:4...	99.84.178.238	216	234	Succeeded
2019/1/29 17:4...	99.84.178.238	216	234	Succeeded
2019/1/29 17:4...	99.84.178.238	222	234	Succeeded

- Open the `C:\Windows\System32\drivers\etc\hosts` file and add the mapping between the IP address and the domain name in the end of the file.

CAUTION

- Exercise caution when you modify the **hosts** file.
You are advised to back up the **hosts** file using either of the following methods: Copy and paste the **hosts** file, or copy and paste the content of the **hosts** file.
- Only the IP address you have configured in the **hosts** file will be returned when the domain name is used to access the website.
- If access is still slow and you want to replace the IP address, delete the existing mapping from the **hosts** file and repeat the proceeding operations to obtain a new IP address.

For example, if the obtained IP address is 99.84.178.238, enter **99.84.178.238 www.example.com** in the end of the **hosts** file, save and exit the file.

- Access the website again.

If the fault persists, use an ECS purchased in a region outside the Chinese Mainland to access the target website.

Checking Whether the Request Is Responded

Try to access the target website. If the website can be accessed but the loading is still slow, packet loss may occur. In such a case, run the `ping -t Website address` command to check the packet loss. For details, see [How Do I Troubleshoot a Ping Failure or Packet Loss Using a Link Test?](#)

For example, run `ping -t www.example.com`.

 NOTE

In Windows, you can also [download the curl client](#), decompress it, open the **bin** folder, copy the path, and configure the environment variables.

If a response status code is displayed, the request has been sent and received. Slow website access may be caused by loss of packets sent to the destination server.

Contact customer service to check for packet loss.

1.2 How Do I Troubleshoot a Ping Failure or Packet Loss Using a Link Test?

Symptom

When you accessed other resources from an ECS, network freezing occurred. The ping command output showed that packet loss occurred or the network delay was long.

This section uses Tracert and MTR as an example to describe how to troubleshoot packet loss or long delay.

Possible Causes

Packet loss or long delay may be caused by link congestion, link node faults, high server load, or incorrect system settings.

After verifying that the issue was not caused by the ECS, use Tracert or MTR for further fault locating.

MTR is used to detect network faults.

You can choose to use Tracert or MTR depending on the ECS OS:

- Windows
 - (Recommended) [Using Tracert in Windows](#)
 - [Using WinMTR in Windows](#)
- Linux
 - [Using MTR in Linux](#)

Using Tracert in Windows

Tracert shows the path through which packets reach the destination server and the time when the packets reach each node. Tracert offers similar functions as the ping command but it provides more detailed information, including the entire path the packets take, IP address of each pass-through node, and time when the packets arrive at each node.

1. Log in to the Windows ECS.
2. Open the **cmd** window and run the following command to trace the IP address:

tracert *IP address or website*

For example, **tracert www.example.com**

```
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>tracert www.████████.com

Tracing route to www.████████.com [████████]
over a maximum of 30 hops:

  0      1 ms    1 ms    1 ms  ██████████
  1     30 ms    9 ms    7 ms  ██████████
  2      5 ms    5 ms    5 ms  ██████████

Trace complete.

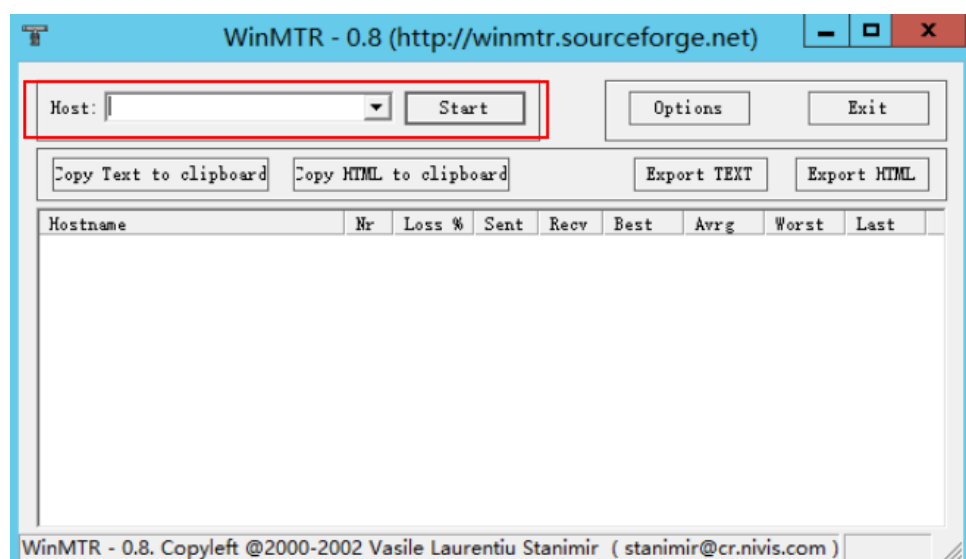
C:\Users\Administrator>_
```

The command output shows that:

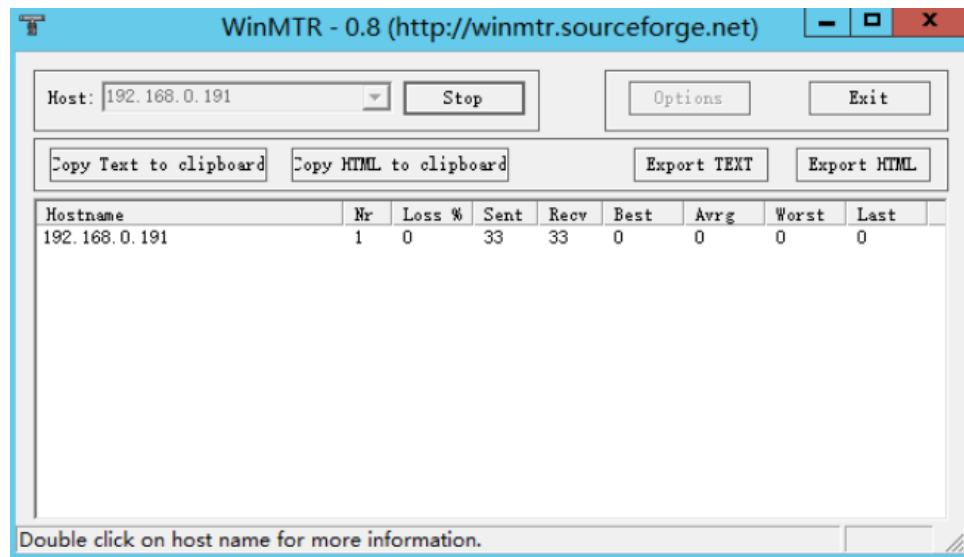
- The maximum number of hops is 30 by default. The first column shows the sequence number of each hop.
- Tracert sends three packets each time. The second, third, and fourth columns show the time the three packets take to arrive their destination. The last column shows the IP addresses of the nodes where the packets were redirected.
- If the message ***** request timed out** is reported, troubleshoot the affected link and node.

Using WinMTR in Windows

1. Log in to the Windows ECS.
2. Download the WinMTR installation package from the official website.
3. Decompress the WinMTR installation package.
4. Double-click **WinMTR.exe** to start the tool.
5. In the WinMTR window, enter the IP address or domain name of the destination server in **Host** and click **Start**.



6. Wait for WinMTR to run for a period of time and click **Stop** to stop the test.



The test results are as follows:

- **Hostname:** IP address or domain name of each node that the packets pass through to the destination server
- **Nr:** number of nodes that the packets pass through
- **Loss%:** packet loss rate of a node
- **Sent:** number of sent packets
- **Recv:** number of received responses
- **Best:** shortest response time
- **Avrg:** average response time
- **Worst:** longest response time
- **Last:** last response time

Using MTR in Linux

Installing MTR

MTR has been installed on all Linux distributions. If MTR is not installed on your Linux ECS, run the following command to install it:

- CentOS
`yum install mtr`
- Ubuntu
`sudo apt-get install mtr`

MTR parameters

- **-h/--help:** help menu
- **-v/--version:** MTR version
- **-r/--report:** results of all traces
- **-p/--split:** results of each trace
- **-c/--report-cycles:** number of packets (**10** by default) sent per second
- **-s/--psize:** size of a packet

- **-n/--no-dns**: no domain name resolution performed for IP addresses
- **-a/--address**: IP address for sending packets, which is set if a single host has multiple IP addresses
- **-4**: IPv4
- **-6**: IPv6

The following uses the link between the local server and the destination server with IP address 119.xx.xx.xx as an example.

Run the following command to obtain the MTR diagnosis results in a report:

```
mtr 119.xx.xx.xx --report
```

Information similar to the following is displayed:

```
[root@ecs-0609 ~]# mtr 119.xx.xx.xx --report
Start: Thu Aug 22 15:41:22 2019
HOST: ecs-652          Loss%  Snt  Last  Avg  Best  Wrst  StDev
 1|-- 100.70.0.1         0.0%  10   3.0  3.4  2.8  7.5  1.3
 2|-- 10.242.7.174      0.0%  10  52.4 51.5 34.2 58.9  6.3
 3|-- 10.242.7.237     0.0%  10   3.2  5.0  2.7 20.8  5.5
 4|-- 10.230.2.146     0.0%  10   1.0  1.0  1.0  1.1  0.0
 5|-- 192.168.21.1     0.0%  10   3.5  4.2  2.8 11.6  2.5
 6|-- 10.242.7.238     0.0%  10  35.3 34.5  6.0 56.4 22.6
 7|-- 10.242.7.173     0.0%  10   3.3  4.7  3.1 14.7  3.6
 8|-- ???              100.0  10   0.0  0.0  0.0  0.0  0.0
```

The parameters in the preceding command output are described as follows:

- **HOST**: IP address or domain name of the node
- **Loss%**: packet loss rate
- **Snt**: number of packets sent per second
- **Last**: last response time
- **Avg**: average response time
- **Best**: shortest response time
- **Wrst**: longest response time
- **StDev**: standard deviation, a larger value indicates a larger difference between the response time for each data packet on the node

Handling WinMTR and MTR Reports

The following figure is an example of analyzing the reports of WinMTR and MTR.

Host	Packets				Pings			
	Loss%	Snt	Last	Avg	Best	Wrst	StDev	
1.	0.0%	89	52.0	35.0	2.2	56.0	18.6	
2.	1.1%	89	15.6	46.6	2.5	345.8	49.6	
3.	0.0%	89	52.0	37.7	2.2	202.5	28.5	
4.	4.5%	89	7.7	40.2	2.1	123.7	19.3	
5.	1.1%	89	33.6	44.1	2.3	173.8	33.6	
6.	0.0%	89	1.4	1.4	1.2	4.0	0.4	
7.	0.0%	89	1.4	2.2	1.3	10.3	1.9	
8.	0.0%	89	1.4	1.9	1.3	7.8	1.1	
9.	0.0%	89	2.7	2.8	2.3	10.1	0.9	
10.	0.0%	89	3.7	3.7	3.6	4.3	0.0	
11.	4.5%	88	19.9	19.4	17.5	21.5	1.0	
12.	10.2%	88	0.4	7.4	5.3	9.4	1.0	
13.	5.7%	88	51.0	40.7	44.9	53.0	2.2	
14.	12.6%	88	40.6	42.9	40.6	158.8	13.5	
15.	10.2%	88	41.2	41.2	41.2	41.4	0.0	
16.	1.1%	88	40.9	40.6	40.1	44.9	0.6	
17.	12.5%	88	40.8	40.8	40.8	41.0	0.0	
18.								

- **Local network of the server (area A)**: the local area network and local ISP network

- If a node in the local network malfunctions, check the local network.
- If the local ISP network malfunctions, report the issue to the local carrier.
- Carrier backbone network (area B): If an error occurs in this area, identify the carrier to which the faulty node belongs based on the node IP address and report the issue to the carrier.
- Local network on the destination end (area C): the network of the provider to which the destination server belongs
 - If packet loss occurs on the destination server, the network configuration of the destination server may be incorrect. Check the firewall configuration on the destination server.
 - If packet loss occurs on certain nodes with several hops close to the destination server, the network of the provider to which the destination server belongs may be faulty.

Common Link Faults

- Incorrect destination server configurations

As shown in the following example, if the packet loss rate is 100%, the packets are not received by the destination server. The fault might be caused by incorrect network configuration on the destination server. In such a case, check the firewall configuration on the destination server.

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
1. ???							
2. ???							
3. 1XX.X.XX	0.0%	10	521.3	90.1	2.7	521.3	211.3
4. 11X.X.XX	0.0%	10	2.9	4.7	1.6	10.6	3.9
5. 2X.X.XX	80.0%	10	3.0	3.0	3.0	3.0	0.0
6. 2X.XX.XX	0.0%	10	1.7	7.2	1.6	34.9	13.6
7. 1XX.1XX.XX.X	0.0%	10	5.2	5.2	5.1	5.2	0.0
8. 2XX.XX.XX.XX	0.0%	10	5.3	5.2	5.1	5.3	0.1
9. 1XX.1XX.XX.X	100.0%	10	0.0	0.0	0.0	0.0	0.0

- ICMP rate limit

As shown in the following example, packet loss occurs on the fifth hop, but the issue does not persist on subsequent nodes. Therefore, it is determined that the fault is caused by ICMP rate limit on the fifth node. This issue does not affect data transmission to the destination server. Therefore, ignore this issue.

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
1. 1XX.XX.XX.XX	0.0%	10	0.3	0.6	0.3	1.2	0.3
2. 1XX.XX.XX.XX	0.0%	10	0.4	1.0	0.4	6.1	1.8
3. 1XX.XX.XX.XX	0.0%	10	0.8	2.7	0.8	19.0	5.7
4. 1XX.XX.XX.XX	0.0%	10	6.7	6.8	6.7	6.9	0.1
5. 1XX.XX.XX.XX	60.0%	0	27.2	25.3	23.1	26.4	2.9
6. 1XX.XX.XX.XX	0.0%	10	39.1	39.4	39.1	39.7	0.2
7. 1XX.XX.XX.XX	0.0%	10	39.6	40.4	39.4	46.9	2.3
8. 1XX.XX.XX.XX	0.0%	10	39.6	40.5	39.5	46.7	2.2

- Loop

As shown in the following example, the data packets are cyclically transferred after the fifth hop, and they cannot reach the destination server. This fault is caused by incorrect routing configuration on the nodes of the carrier. Contact the carrier to rectify the fault.

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
1. 1XX.XX.XX.XX	0.0%	10	0.3	0.6	0.3	1.2	0.3
2. 1XX.XX.XX.XX	0.0%	10	0.4	1.0	0.4	6.1	1.8
3. 1XX.XX.XX.XX	0.0%	10	0.8	2.7	0.8	19.0	5.7
4. 1XX.XX.XX.XX	0.0%	10	6.7	6.8	6.7	6.9	0.1

5. 1XX.XX.XX.65	0.0%	10	0.0	0.0	0.0	0.0	0.0
6. 1XX.XX.XX.65	0.0%	10	0.0	0.0	0.0	0.0	0.0
7. 1XX.XX.XX.65	0.0%	10	0.0	0.0	0.0	0.0	0.0
8. 1XX.XX.XX.65	0.0%	10	0.0	0.0	0.0	0.0	0.0
9. ???	0.0%	10	0.0	0.0	0.0	0.0	0.0

- Link interruption

As shown in the following example, no response can be received after the data packets are transferred to the fourth hop. This is generally caused by link interruption between the affected nodes. You are advised to perform a further check using a reverse link test. In such a case, contact the carrier to which the affected nodes belong.

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
1. 1XX.XX.XX.XX	0.0%	10	0.3	0.6	0.3	1.2	0.3
2. 1XX.XX.XX.XX	0.0%	10	0.4	1.0	0.4	6.1	1.8
3. 1XX.XX.XX.XX	0.0%	10	0.8	2.7	0.8	19.0	5.7
4. 1XX.XX.XX.XX	0.0%	10	6.7	6.8	6.7	6.9	0.1
5. 1XX.XX.XX.XX	0.0%	10	0.0	0.0	0.0	0.0	0.0
6. 1XX.XX.XX.XX	0.0%	10	0.0	0.0	0.0	0.0	0.0
7. 1XX.XX.XX.XX	0.0%	10	0.0	0.0	0.0	0.0	0.0
8. 1XX.XX.XX.XX	0.0%	10	0.0	0.0	0.0	0.0	0.0
9. 1XX.XX.XX.XX	0.0%	10	0.0	0.0	0.0	0.0	0.0

1.3 How Do I Troubleshoot Slow Connections to a Website Hosted on My ECS?

Symptom

A complete HTTP request includes domain name resolution, TCP connection establishment, request initiation, processing of the request and returning a processing result by the server, parsing of the HTML code and requesting other resources by the browser, and rendering and presentation of the page. The HTTP request goes through a local client of the user, network nodes between the client and the access server, and the access server. An error occurred on any of the preceding nodes will lead to network freezing on the ECS.

Checking DNS Configuration

1. Open the **cmd** window and run **ipconfig /all** to check whether a default HUAWEI CLOUD DNS server address is used.

You are advised to use the default HUAWEI CLOUD DNS server addresses.

NOTE

To obtain the addresses, see [What Are the Private DNS Server Addresses Provided by Huawei Cloud?](#)

2. Run the following command to check whether your ECS and the DNS server are reachable to each other:

ping *IP address of the DNS server*

3. Run the following command to check whether domain name resolution is functional:

nslookup *Target website*

For example, **nslookup www.example.com**


Visit websites outside Chinese mainland, including those in Hong Kong (China), Macao (China), Taiwan (China), and other countries and regions, to check whether the access issue is resolved.

If the fault persists, perform the following operations to continue the fault locating.

Checking Network Links

1. On the local client, ping the public IP address of the server to check whether packet loss or network delay occurs.
 - If packet loss or long network delay occurs, use MTR to locate the fault. For details, see [How Do I Troubleshoot a Ping Failure or Packet Loss Using a Link Test?](#)
 - If not, go to step 2.
2. Run the **dig/nslookup** command to check whether the DNS resolution is functional. Alternatively, use the public IP address to access the target web page and check whether the slow access is caused by a DNS fault.
For details, see:
 - [What Should I Do If a Record Set Does Not Take Effect?](#)
 - [How Do I Check Whether Record Sets Have Taken Effect?](#)

Checking ECS Resource Usage

1. Log in to the management console.
2. Click  in the upper left corner and select your region and project.
3. Under **Compute**, click **Elastic Cloud Server**.
4. In the search box above the ECS list, enter the ECS name, IP address, or ID.
5. Click the name of the target ECS to go to the ECS details page.
6. Click the **Monitoring** tab to view the monitoring data.

Check whether any applications running on the ECS have strict requirements on network and CPU configurations.

- If the CPU or memory usage is too high, see [Why Is My Windows ECS Running Slowly?](#) or [Why Is My Linux ECS Running Slowly?](#) for troubleshooting.
- If the bandwidth usage is too high, see [How Can I Resolve High Bandwidth Usage on My ECSs?](#) for troubleshooting.
 - To upgrade ECS specifications, see [General Operations for Modifying Specifications](#).
 - To upgrade the bandwidth, see [Modifying an EIP Bandwidth](#).

1.4 How Do I Troubleshoot an Unresponsive Website Hosted on My ECS?

Symptom

Websites running on an ECS might become unreachable for multiple reasons. Check whether the configurations of network, port, firewall, or security group of the ECS are correct.

Fault Locating

If an error is displayed when you access a website, identify possible causes based on the error message.

Identify possible causes based on error code description in [Returned Values for General Requests](#).

NOTE

If the error message cannot help you locate the fault, record the resource details and fault occurred time. Then, choose **Service Tickets** > **Create Service Ticket** in the upper right corner of the management console to submit a ticket.

You can also locate the fault based on the following possible causes which are listed in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

Figure 1-8 Fault locating



Table 1-1 Possible causes and solutions

Possible Cause	Solution
Port communication	Check whether the web port used by the target website is properly listened to on the ECS. For details, see Checking Port Communication .
Security group rules	Check whether the access to the port is allowed in the security group of the ECS. For details, see Checking Security Group Rules .
Firewall configuration	Disable the firewall and try again. For details, see Checking the Firewall Configuration .
Route configuration	Check whether the gateway configurations in the ECS route table are correct. For details, see Checking the ECS Route Configuration .
Local network	Check whether you can use another hotspot or network to access the website. For details, see Checking the Local Network .
CPU usage	Identify and optimize the processes leading to high vCPU usage. For details, see Checking the CPU usage .

Checking Port Communication

Ensure that service processes and ports are in **LISTEN** state. [Table 1-2](#) lists the common TCP statuses.

- Linux

Run the **netstat -antp** command to check whether the port used by the target website is in **LISTEN** state.

For example, run **netstat -ntulp |grep 80**.

Figure 1-9 Checking port listening status

```
[root@elb-mq02 ~]# netstat -antpu | grep sshd
tcp        0      0 0.0.0.0:22          0.0.0.0:*          LISTEN    7178/sshd
```

- If the port status is **LISTEN**, go to [Checking Security Group Rules](#).
- If the port status is not **LISTEN**, check whether the web service process has been started and correctly configured.

- Windows

Perform the following operations to check port communication:

- Run **cmd.exe**.
- Run the **netstat -ano | findstr "Port number"** command to obtain the port number used by the process.

For example, run **netstat -ano | findstr "80"**.

Figure 1-10 Checking port listening status

```
C:\Users\Administrator>netstat -ano |findstr "80"
TCP    0.0.0.0:80           0.0.0.0:0           LISTENING        4
TCP    0.0.0.0:49155      0.0.0.0:0           LISTENING        880
TCP    [::]:80           [::]:0              LISTENING        4
TCP    [::]:49155        [::]:0              LISTENING        880
UDP    0.0.0.0:123       *:*                 808
UDP    [::]:123          *:*                 808
```

- If the port is in **LISTENING** state, go to [Checking Security Group Rules](#).
- If the port is not in **LISTENING** state, check whether the web service process has been started and correctly configured.

Table 1-2 Common TCP statuses

TCP Status	Description	Application Scenario
LISTEN	Listens for network connection requests from a remote TCP port.	The TCP server is running properly.
ESTABLISHED	Indicates that a connection has been set up.	A TCP connection is properly set up.
TIME-WAIT	Waits until the remote TCP server receives the acknowledgment after sending a disconnection request.	The TCP connection is disconnected, and this state is cleared in 1 minute.
CLOSE-WAIT	Waits for a disconnection request sent by a local user.	An application program fault leads to an open socket. This state is displayed after the network is disconnected, indicating that a process is in an infinite loop or waiting for certain requirements to be met. To resolve this issue, restart the affected process.
FIN-WAIT-2	Waits for the network disconnection request from a remote TCP server.	The network has been disconnected and requires 12 minutes to automatically recover.
SYN-SENT	Waits for the matched network connection request after a network connection request is sent.	The TCP connection request failed, which is generally caused by the delayed handling of high CPU usage on the server or by a DDoS attack.

TCP Status	Description	Application Scenario
FIN-WAIT-1	Waits for the remote TCP disconnection request, or the acknowledgment for previous disconnection request.	If the network has been disconnected, this state may not automatically recover after 15 minutes. If the port has been used for a long period of time, restart the OS to resolve this issue.

Checking Security Group Rules

If the port used by the target website is denied in the security group, add a rule to the security group to allow the access of the port.

1. Log in to the management console.
2. Under **Compute**, choose **Elastic Cloud Server**.
3. On the ECS list, click the ECS for which you want to change the security group rules.
4. On the **Security Groups** tab, view security group rules.
5. Click **Modify Security Group Rule**.
6. Configure the rule to allow the access of the port used by the website.

For details, see [Configuring Security Group Rules](#).

Checking the Firewall Configuration

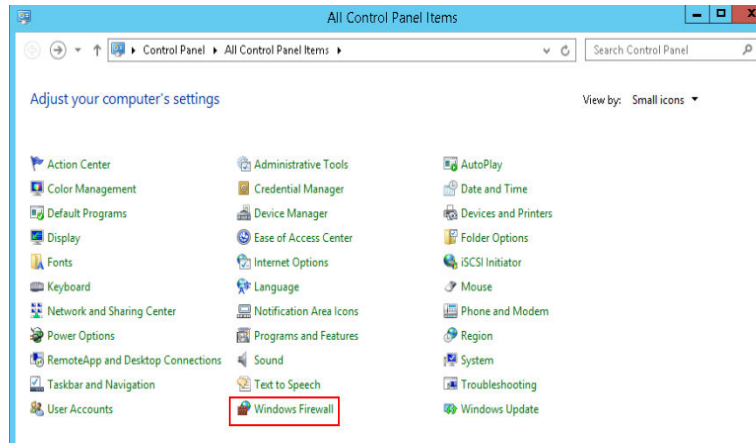
- Linux ECS

The following uses port 80 and CentOS 6.8 as an example.

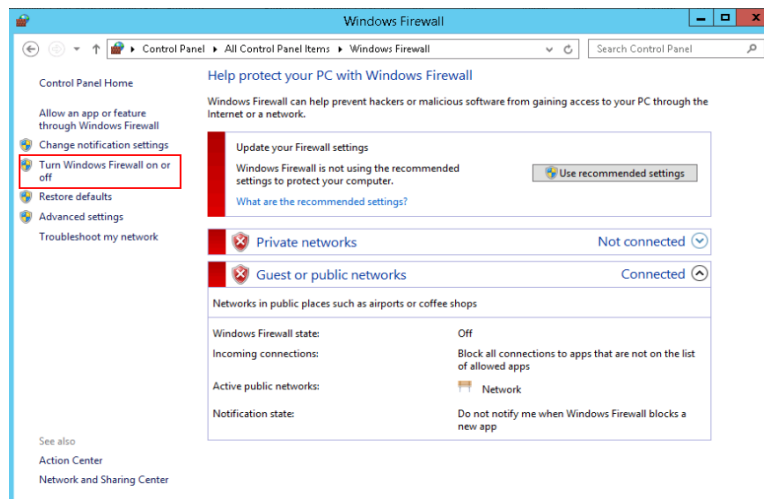
- a. Run the **iptables -nvL --line-number** command to obtain firewall policies.
- b. Run the following commands to allow access to port 80:
iptables -A INPUT -p tcp --dport 80 -j ACCEPT
iptables -A OUTPUT -p tcp --sport 80 -j ACCEPT
- c. Run the **service iptables save** command to save the added rules.
- d. Run the **service iptables restart** command to restart iptables.
- e. Run the **iptables -nvL --line-number** command to check whether the added rules have taken effect.
- f. Disable the firewall and try again.

- Windows ECS

- a. Log in to the Windows ECS.
- b. Click the Windows icon in the lower left corner of the desktop and choose **Control Panel > Windows Firewall**.



- c. Click **Turn Windows Firewall on or off**.
View and set the firewall status.



- d. Disable the firewall and try again.

Checking the ECS Route Configuration

- Linux ECS
 - a. Run the **route** command to check the routing policy. Ensure that the default route of 0.0.0.0 is destined for the gateway and that the IP address and the gateway are in the same network segment, as shown in the first and third lines in the following figure.

```
[root@ ~]# route
Kernel IP routing table
Destination Gateway Genmask Flags Metric Ref Use Iface
default gateway 0.0.0.0 UG 100 0 0 eth0
gateway 255.255.255.255 UGH 100 0 0 eth0
0.0.0.0 255.255.255.0 U 100 0 0 eth0
0.0.0.0 255.255.255.0 U 101 0 0 eth1
0.0.0.0 255.255.255.0 U 102 0 0 eth2
[root@ ~]#
```

- b. Run the **ifconfig** or **ip addr** command to obtain the ECS IP address.

Figure 1-11 ifconfig command output

```
[root@elb-mq02 ~]# ifconfig -a
eth0: flags=4163<UP,BROADCAST,RUNNING,MULTICAST> mtu 1500
    inet 192.168.0.145 netmask 255.255.255.0 broadcast 192.168.0.255
    inet6 fe80::f816:3eff:fe24:1e7f prefixlen 64 scopeid 0x20<link>
    ether fa:16:3e:24:1e:7f txqueuelen 1000 (Ethernet)
    RX packets 227250083 bytes 21176207838 (19.7 GiB)
    RX errors 0 dropped 0 overruns 0 frame 0
    TX packets 149514101 bytes 276209392634 (257.2 GiB)
    TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0

lo: flags=73<UP,LOOPBACK,RUNNING> mtu 65536
    inet 127.0.0.1 netmask 255.0.0.0
    inet6 ::1 prefixlen 128 scopeid 0x10<host>
    loop txqueuelen 1000 (Local Loopback)
    RX packets 14 bytes 1088 (1.0 KiB)
    RX errors 0 dropped 0 overruns 0 frame 0
    TX packets 14 bytes 1088 (1.0 KiB)
    TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0
```

Figure 1-12 ip addr command output

```
[root@elb-mq02 ~]# ip addr
1: lo: <LOOPBACK,UP,LOWER UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 scope host lo
        valid_lft forever preferred_lft forever
    inet6 ::1/128 scope host
        valid_lft forever preferred_lft forever
2: eth0: <BROADCAST,MULTICAST,UP,LOWER UP> mtu 1500 qdisc pfifo_fast state UP group default qlen 1000
    link/ether fa:16:3e:24:1e:7f brd ff:ff:ff:ff:ff:ff
    inet 192.168.0.145/24 brd 192.168.0.255 scope global noprefixroute dynamic eth0
        valid_lft 77109sec preferred_lft 77109sec
    inet6 fe80::f816:3eff:fe24:1e7f/64 scope link
        valid_lft forever preferred_lft forever
```

- c. Run the **route -n** command to obtain the gateway in the routing table. The following is an example just for reference.

Figure 1-13 route -n command output

```
[root@elb-mq02 ~]# route -n
Kernel IP routing table
Destination      Gateway         Genmask        Flags Metric Ref    Use Iface
0.0.0.0          192.168.0.1    0.0.0.0        UG    100    0      0 eth0
169.254.169.254 192.168.0.1    255.255.255.255 UGH   100    0      0 eth0
192.168.0.0      0.0.0.0        255.255.255.0  U    100    0      0 eth0
```

- Windows ECS
 - a. Run **cmd.exe**.
 - b. Run the **ipconfig** command to obtain the ECS IP address.

Figure 1-14 ipconfig command output

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 4:

    Connection-specific DNS Suffix  . : openstacklocal
    Link-local IPv6 Address . . . . . : 
    IPv4 Address. . . . . : 
    Subnet Mask . . . . . : 
    Default Gateway . . . . . :
```

- c. Run the **route print** command to obtain the gateway in the routing table.

Figure 1-15 route print command output

```
Select Administrator: Command Prompt

C:\Users\Administrator>route print
=====
Interface List
10...fa 16 3e 90 4b b3 .....Red Hat VirtIO Ethernet Adapter
1.....Software Loopback Interface 1
2...00 00 00 00 00 00 e0 Microsoft ISATAP Adapter
9...00 00 00 00 00 00 e0 Microsoft Teredo Tunneling Adapter
=====

IPv4 Route Table
=====
Active Routes:
Network Destination        Netmask          Gateway          Interface        Metric
=====
```

Checking the Local Network

Try another hotspot or network for access.

If the access is successful, the fault may occur in the local carrier network. In such a case, rectify the local network fault and try again.

Checking the CPU usage

If the bandwidth or vCPU usage of an ECS is too high, website access failures may occur. If you have created an alarm rule using Cloud Eye, the system automatically sends an alarm to you when the bandwidth or CPU usage reaches the threshold specified in the rule.

1. Identify the processes leading to a high bandwidth or vCPU usage.
 - Windows
Windows offers multiple tools to locate faults, including Task Manager, Performance Monitor, Resource Monitor, Process Explorer, Xperf (supported by versions later than Windows Server 2008), and full memory dump analysis.
 - Linux
Run the **top** command to check the OS running status.
2. Check whether the processes are malicious and handle the issue accordingly.
 - If the processes are not malicious, optimize their programs or **modify ECS specifications**.
 - If the processes are malicious, stop these processes manually or use a third-party tool to stop them automatically.

1.5 Why Am I Unable to Connect to a Port on an ECS?

Scenarios

A connection to an ECS on a specific port may be prevented for multiple reasons, for example, a security group is blocking traffic to the port.

This section uses port 80 as an example to describe how to troubleshoot an unreachable ECS port.

Locating the Fault


If the ECS cannot provide the HTTP service, check whether the port used by the web service (TCP port 80 by default) is working properly.

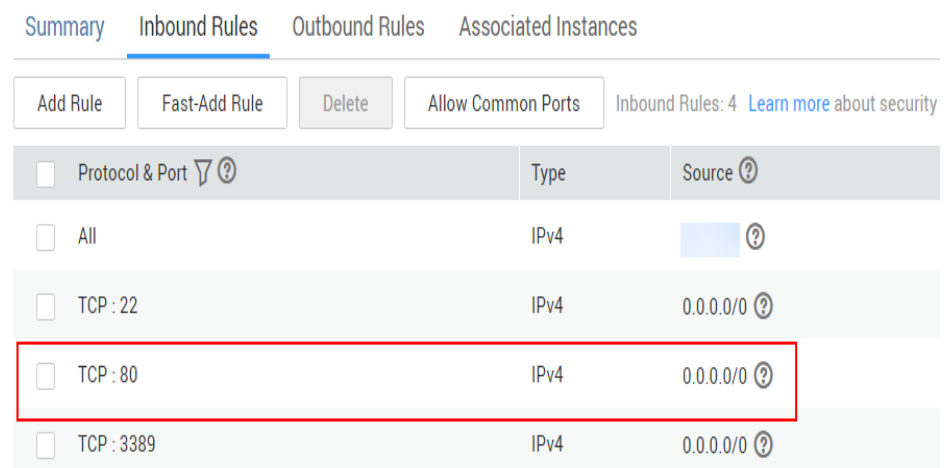
1. On the ECS management console, ensure that the port is permitted in the security group.
2. Remotely log in to the ECS and ensure that HTTP is enabled on it.
3. Ensure that the port is listened to properly. If it is not, change the listened IP address.
4. Ensure that HTTP is permitted on the ECS firewall.








Windows

The following uses an ECS running Windows Server 2012 with Internet Information Services (IIS) deployed as an example.

Step 1 Ensure that port 80 is permitted in the security group.

1. Log in to the management console.
2. Click  in the upper left corner and select your region and project.
3. Under **Compute**, click **Elastic Cloud Server**.
4. On the **Elastic Cloud Server** page, click the name of the target ECS. The page providing details about the ECS is displayed.
5. Click the **Security Groups** tab and view security group rules.
6. Make sure that the following security group rules have been added to the security group to which the ECS belongs:



Protocol & Port  	Type	Source 
<input type="checkbox"/> All	IPv4	
<input type="checkbox"/> TCP : 22	IPv4	0.0.0.0/0 
<input type="checkbox"/> TCP : 80	IPv4	0.0.0.0/0 
<input type="checkbox"/> TCP : 3389	IPv4	0.0.0.0/0 

Step 2 Remotely log in to the ECS and verify that IIS is enabled on it.

1. In the **Server Manager** window, choose **Tools > Internet Information Services (IIS) Manager**.

If this option is unavailable, IIS is not successfully deployed. In such a case, deploy IIS again.

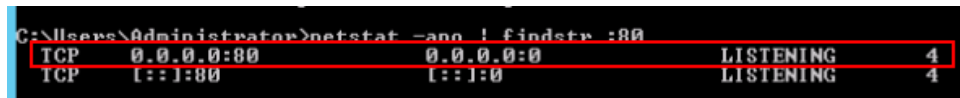
2. In the **Internet Information Services (IIS) Manager** window, check the following information:
 - In the **Connections** navigation pane, right-click the ECS ID. If **Connect** is unavailable, IIS has been enabled.
 - Click **Sites**. Then, view the website status on the right side of the page. If the website is stopped, click the website and then **Start** under **Manage Server** on the right side of the page to start the website.

Step 3 Check whether the port is properly listened to on the ECS.

Open the cmd window and run the following command:

```
netstat -ano | findstr: 80
```

If information similar to the following is displayed, port 80 is being properly listened to on the entire network. If it is not, change the listened IP address.



```
C:\Users\Administrator>netstat -ano | findstr: 80
TCP 0.0.0.0:80 0.0.0.0:0 LISTENING 4
TCP [::]:80 [::]:0 LISTENING 4
```

Step 4 Ensure that HTTP is permitted on the firewall.


1. Choose **Control Panel > Windows Firewall**.
2. Perform operations based on the firewall status.
 - If the firewall is disabled, no further action is required.
 - If the firewall is enabled, perform the following operations:
 - i. Click **Advanced settings**.
 - ii. In the navigation pane, click **Inbound Rules**.
 - iii. Select **World Wide Web Services (HTTP Traffic-In)**. If it is disabled, enable the rule.

----End

Linux

The following uses an ECS running CentOS 7 with Nginx deployed as an example.

Step 1 Ensure that port 80 is permitted in the security group.

1. Log in to the management console.
2. Click  in the upper left corner and select your region and project.
3. Under **Compute**, click **Elastic Cloud Server**.
4. On the **Elastic Cloud Server** page, click the name of the target ECS.
The page providing details about the ECS is displayed.
5. Click the **Security Groups** tab and view security group rules.
6. Make sure that the following security group rules have been added to the security group to which the ECS belongs:

Summary **Inbound Rules** Outbound Rules Associated Instances

Add Rule Fast-Add Rule Delete Allow Common Ports Inbound Rules: 4 [Learn more](#) about security

<input type="checkbox"/> Protocol & Port	Type	Source
<input type="checkbox"/> All	IPv4	
<input type="checkbox"/> TCP : 22	IPv4	0.0.0.0/0
<input type="checkbox"/> TCP : 80	IPv4	0.0.0.0/0
<input type="checkbox"/> TCP : 3389	IPv4	0.0.0.0/0

Step 2 Remotely log in to the ECS and ensure that Nginx is enabled on it.

Run the following command to check whether Nginx has been enabled:

systemctl status nginx

If the following information is displayed, Nginx has been enabled:

```
[root@i27jvkxk5ylphzZ ~]# systemctl status nginx
● nginx.service - The nginx HTTP and reverse proxy server
   Loaded: loaded (/usr/lib/systemd/system/nginx.service; disabled; vendor prese
t: disabled)
   Active: active (running) since Tue 2017-09-12 21:14:08 CST; 44s ago
     Process: 9624 ExecStart=/usr/sbin/nginx (code=exited, status=0/SUCCESS)
     Process: 9622 ExecStartPre=/usr/sbin/nginx -t (code=exited, status=0/SUCCESS)
     Process: 9620 ExecStartPre=/usr/bin/rm -f /run/nginx.pid (code=exited, status=
0/SUCCESS)
    Main PID: 9627 (nginx)
      CGroup: /system.slice/nginx.service
              └─9627 nginx: master process /usr/sbin/nginx
                  └─9628 nginx: worker process

Sep 12 21:14:08 i27jvkxk5ylphzZ systemd[1]: Starting The nginx HTTP and reve...
Sep 12 21:14:08 i27jvkxk5ylphzZ nginx[9622]: nginx: the configuration file /...k
Sep 12 21:14:08 i27jvkxk5ylphzZ nginx[9622]: nginx: configuration file /etc/...l
Sep 12 21:14:08 i27jvkxk5ylphzZ systemd[1]: Failed to read PID from file /ru...t
Sep 12 21:14:08 i27jvkxk5ylphzZ systemd[1]: Started The nginx HTTP and rever...
Hint: Some lines were ellipsized, use -l to show in full.
```

If Nginx has not been enabled, run the following command to enable it:

systemctl start nginx

Step 3 Run the following command to check whether the port is properly listened to on the ECS:

netstat -an | grep 80

If information similar to the following is displayed, port 80 is being properly listened to on the entire network. If it is not, change the listened IP address.

```
tcp 0 0 0.0.0.0:80 0.0.0.0:* LISTEN
```

Step 4 View the iptables rules of the ECS firewall.

- Run the following command to view the firewall status:

```
systemctl status firewalld
```

or

```
firewall-cmd --state
```

- If the firewall is disabled, run the following command to enable it.

```
systemctl start firewalld
```

If "Failed to start firewalld.service: Unit is masked." is displayed after the command is executed, run the following command and then run the preceding command to enable the firewall again:

```
systemctl unmask firewalld
```

- Run the following command to view the allowed ports:

```
firewall-cmd --zone=public --list-ports
```

- Run the following command to allow TCP port 80:

```
firewall-cmd --zone=public --add-port=80/tcp --permanent
```

- Run the following command to update the firewall rules:

```
firewall-cmd --reload
```

----End

1.6 How Can I Resolve High Bandwidth Usage on My ECSs?

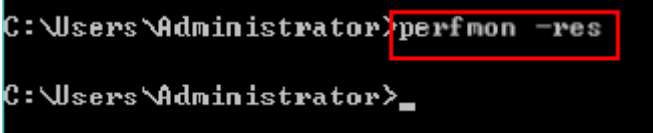
Scenarios

If an ECS responds slowly or even cannot be accessed, this issue may be caused by high bandwidth usage.

Windows ECS

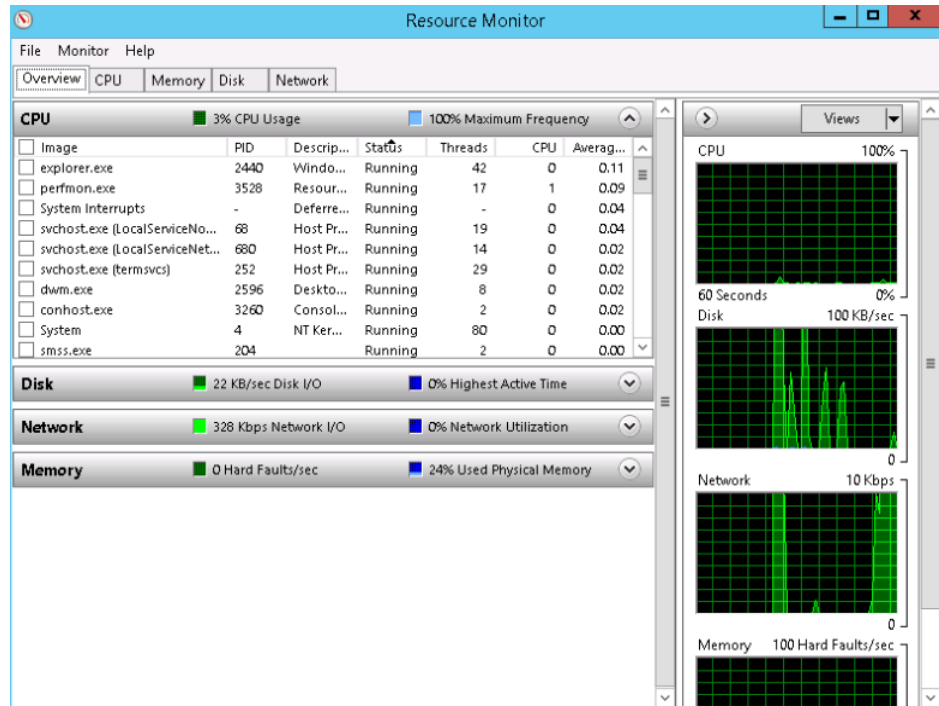
1. Remotely log in to the ECS on the management console.
The Windows 2012 operating system is used as an example.
2. Start the **Run** dialog box, and then enter **perfmon -res**.

Figure 1-16 Starting the Resource Monitor



```
C:\Users\Administrator>perfmon -res
C:\Users\Administrator>_
```

3. On the **Resource Monitor** page, click the **CPU** or **Network** tab to view the CPU or bandwidth usage.



4. View the processes with high bandwidth usage.
 - If such processes are service processes, you are advised to [modify ECS specifications](#).
 - If such processes are abnormal ones, they may be caused by viruses or Trojan horses. You are advised to stop the processes or use security software to scan for and stop them.

Linux ECS

1. Log in to the ECS through the management console.
The following uses an ECS running CentOS 6.8 64bit as an example.
2. Run the following command to install the Linux traffic monitoring tool iftop:
yum install iftop -y

```
[root@ecs-fccf ~]# yum install iftop -y
Loaded plugins: fastestmirror, security
Setting up Install Process
Determining fastest mirrors
epel/metalink
 * base: mirrors.163.com
 * epel: mirrors.njupt.edu.cn
 * extras: ftp.sjtu.edu.cn
 * updates: ftp.sjtu.edu.cn
base
base/primary_db 69%
```

3. Run the following command to check the ports that cause heavy traffic and the IP addresses that consume high bandwidth (taking port **eth0** as an example):
iftop -i eth0 -P



```

      12.5Kb      25.0Kb      37.5Kb      50.0Kb      62.5Kb
:38364      =>      :http      2.23Kb  457b  114b
:38366      <=>      :http      6.88Kb  1.36Kb  348b
:38366      =>      :http      2.82Kb  413b  183b
:38366      <=>      :http      6.98Kb  1.38Kb  353b

TX:      cum:  3.61KB  peak:  4.24Kb      rates:  4.25Kb  878b  217b
RX:      cum:  19.8KB  peak:  13.7Kb      rates:  13.7Kb  2.74Kb  782b
TOTAL:   cum:  14.5KB  peak:  17.9Kb      rates:  17.9Kb  3.59Kb  919b

```

- Run the following command to check the processes related to the port (taking port 38366 as an example):
netstat -tunlp |grep 38366
 - => indicates transmitted data, and <=> indicates received data.
 - TX** indicates TX traffic, **RX** indicates RX traffic, and **TOTAL** indicates the total traffic.
 - cum** indicates the total traffic in the first column.
 - peak** indicates the peak traffic in the first column.
 - rates** indicates the average traffic within 2, 10, and 40 seconds in the first column.
- View the processes with high bandwidth usage.
 - If such processes are service processes, you are advised to [modify ECS specifications](#).
 - If such processes are abnormal ones, they may be caused by viruses or Trojan horses. You are advised to stop the processes or use security software to scan for and stop them.

1.7 Why Is My Windows ECS Running Slowly?

If your ECS runs slowly or is disconnected suddenly, the possible causes are as follows:

- Your ECS is a shared ECS.
Multiple ECSs share CPU resources. When resources are insufficient, ECSs may contend for CPU resources, causing slow responses.
- The bandwidth or CPU usage of the ECS may be excessively high.
If you have created an alarm rule using Cloud Eye, the system automatically sends an alarm to you when the bandwidth or CPU usage reaches the threshold specified in the rule.

If your ECS is a shared ECS, perform the following steps:

- Fault locating: Check the instance type. For details about dedicated and shared ECSs, see [ECS Types](#).
- Troubleshooting: If you have high requirements on service stability, you are advised to change a shared ECS to a dedicated ECS by referring to [General Operations for Modifying Specifications](#).

To handle this issue, perform the following operations:

- Fault locating:
Identify the drivers from unknown sources and processes leading to high bandwidth or CPU usage.

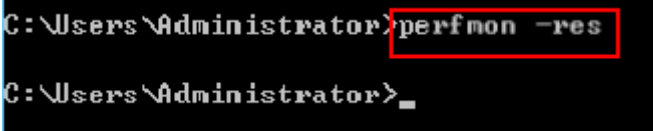
Windows offer multiple tools to locate faults, including Task Manager, Performance Monitor, Resource Monitor, Process Explorer, Xperf (supported by versions later than Windows Server 2008), and full memory dump.

2. Check whether the processes and drivers are normal and handle the issue accordingly.
 - If the processes are not malicious, optimize their programs or [modify ECS specifications](#).
 - If the processes are malicious, stop these processes manually or use a third-party tool to stop them automatically.
 - If the drivers are from official sources, there is no need to deal with system built-in drivers. Determine whether to uninstall the third-party software based on your requirements.
 - If the drivers are from unknown sources, you are advised to uninstall them by using commercial antivirus software or third-party security management tools.

Fault Locating

1. Log in to the ECS using VNC available on the management console.
2. Start the **Run** dialog box, and then enter **perfmon -res**.

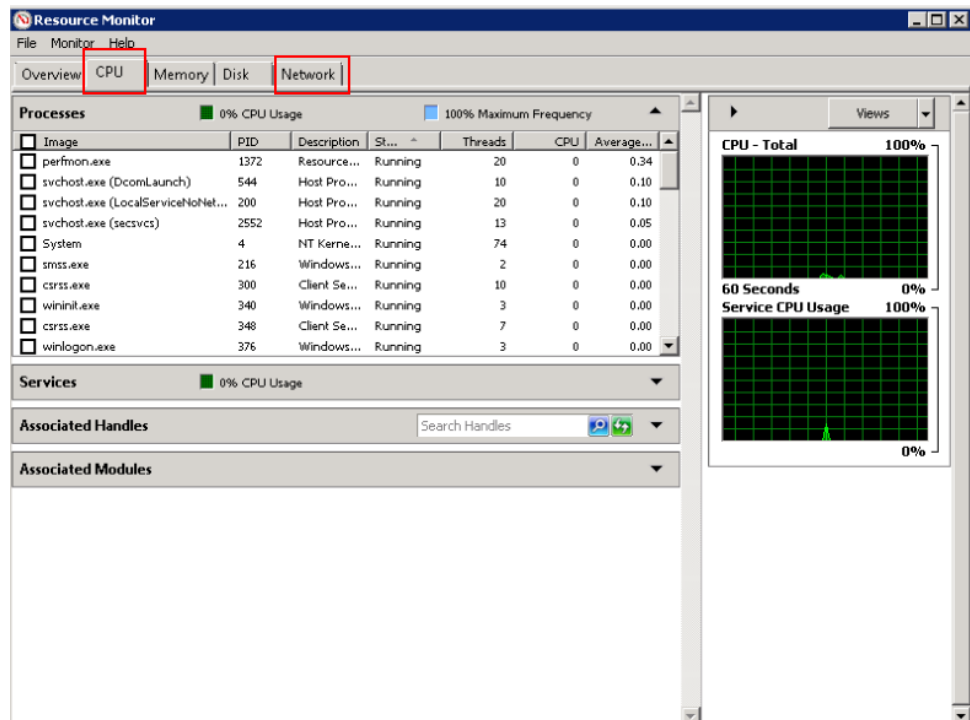
Figure 1-17 Starting the Resource Monitor



```
C:\Users\Administrator>perfmon -res
C:\Users\Administrator>
```

3. On the **Resource Monitor** page, click the **CPU** or **Network** tab to view the CPU or bandwidth usage.

Figure 1-18 Resource Monitor



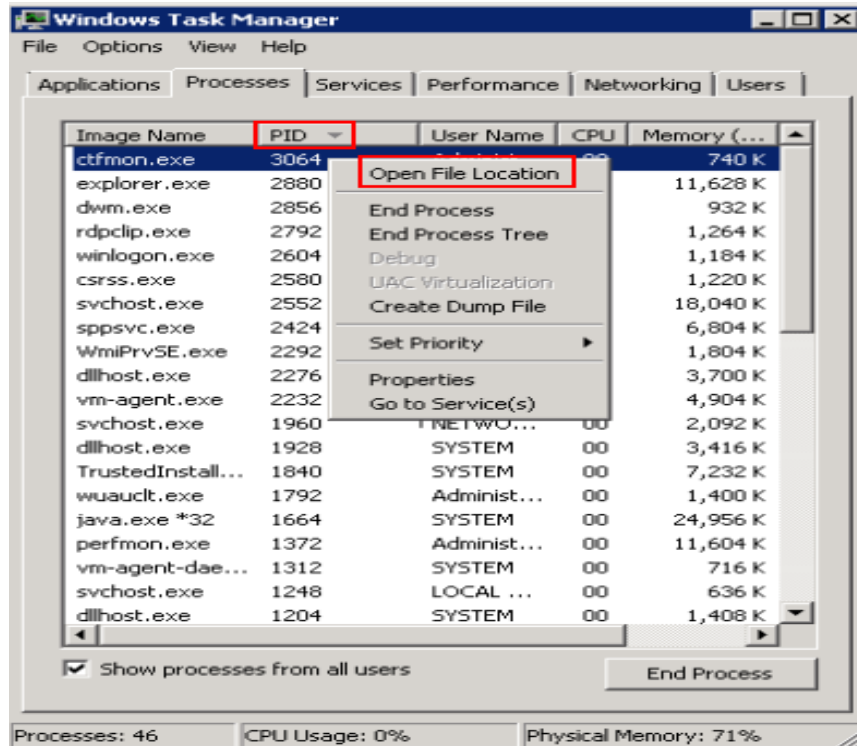
4. Obtain the IDs and names of the processes with high CPU or bandwidth usage.
5. On the remote login page, click **Ctrl+Alt+Del** to start the **Windows Task Manager**.

Alternatively, start the **Run** dialog box and enter **taskmgr** to start the **Windows Task Manager**.

The following describes how to display PIDs in **Windows Task Manager**, locate a process, and check whether it is malicious.

- a. Click the **Details** tab.
- b. Click **PID** to sort the data.
- c. Right-click the process with high CPU or bandwidth usage and choose **Open File Location** from the shortcut menu.
- d. Check whether the process is malicious.

Figure 1-19 Checking the process



6. Open the **Run** dialog box and enter **fltmc** to view the filter drivers of the system.

The following figure uses Windows 10 as an example. Different OSs have different built-in drivers. For details, see their official websites. If a third-party driver is installed, it is also displayed in this figure.

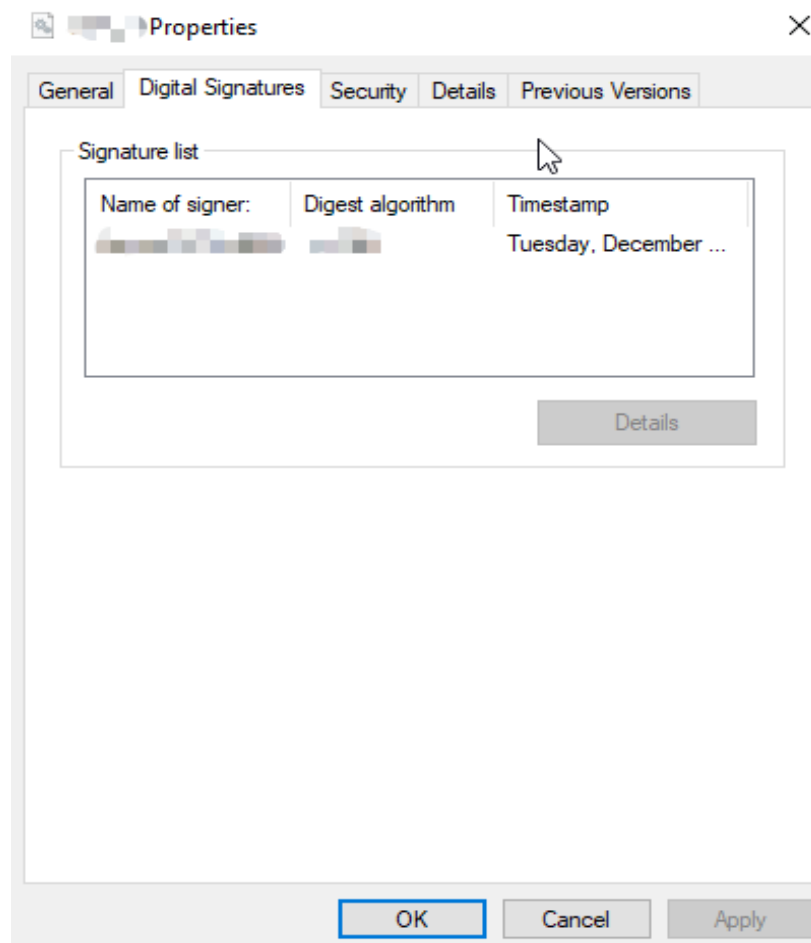
Figure 1-20 Viewing the system drivers

Filter Name	Num Instances	Altitude	Frame
WdFilter	3	328010	0
storqosflt	0	244000	0
wcifs	0	189900	0
CldFlt	0	180451	0
FileCrypt	0	141100	0
luafv	1	135000	0
npsvctrig	1	46000	0
Wof	1	40700	0

The following describes how to view a driver source and check whether the source is unknown.

- a. Go to the **C:\Windows\System32\drivers** directory on the local PC.
- b. Click the name of the unknown driver and choose **Properties** to view its details.
- c. Click the **Digital Signatures** tab to view the driver source.

Figure 1-21 Viewing the driver source



Troubleshooting

Before the troubleshooting, check whether the processes or drivers leading to the high CPU or bandwidth usage are normal, and handle the issue accordingly.

Suggestions for non-malicious processes

1. If your ECS runs Windows Server 2008 or 2012, ensure that the available memory is 2 GiB or larger.
2. Check whether Windows Update is running.
3. Check whether the antivirus software is scanning files and programs on the backend.
4. Check whether any applications requiring high CPU or bandwidth resources are running on the ECS. If yes, [modify ECS specifications](#) or [increase bandwidth](#).
5. If the ECS configuration meets the application requirements, deploy applications separately. For example, deploy the database and applications separately.

Suggestions for malicious processes

If the high CPU or bandwidth usage is caused by viruses or Trojan horses, manually stop the affected processes. You are advised to troubleshoot the issue as follows:

1. Use the commercial-edition antivirus software or install [Microsoft Safety Scanner](#) to scan for viruses in security mode.
2. Install the latest patches for Windows.
3. Run **MSconfig** to disable all drivers that are not delivered with Microsoft and check whether the fault is rectified. For details, see [How to perform a clean boot in Windows](#).
4. If the ECS or site encounters a DDoS or CC attack, and a large number of access requests are generated within a short period of time, log in to the management console and perform the following operations:
 - Check whether Anti-DDoS has been enabled and whether the protection rules are proper. To configure a protection rule, see [Configuring an Anti-DDoS Protection Policy](#).
 - Check whether CC attack protection has been enabled and whether the protection rules are appropriate. To configure a protection rule, see [Configuring a CC Attack Protection Rule](#).

Suggestions for drivers from unknown sources

Some viruses and Trojan horses are loaded through the filter drivers of the system. If you find a driver from an unknown source, you are advised to uninstall it. You can also use commercial antivirus software or third-party security management tools to delete it.

If an unknown driver cannot be deleted, or will appear again after being deleted, it is usually a virus or Trojan horse driver. If the driver cannot be completely deleted using commercial antivirus software or third-party security management tools, you are advised to reinstall the OS and back up data before the reinstallation.

1.8 Why Is My Linux ECS Running Slowly?

If your ECS runs slowly or is disconnected suddenly, the possible causes are as follows:

- Your ECS is a shared ECS.
Multiple ECSs share CPU resources. When resources are insufficient, ECSs may contend for CPU resources, causing slow responses.
- The bandwidth or CPU usage of the ECS may be excessively high.
If you have created an alarm rule using Cloud Eye, the system automatically sends an alarm to you when the bandwidth or CPU usage reaches the threshold specified in the rule.

If your ECS is a shared ECS, perform the following steps:

1. Fault locating: Check the instance type. For details about dedicated and shared ECSs, see [ECS Types](#).
2. Troubleshooting: If you have high requirements on service stability, you are advised to change a shared ECS to a dedicated ECS by referring to [General Operations for Modifying Specifications](#).

To handle this issue, perform the following operations:

1. Fault locating
Identify the processes leading to high bandwidth or CPU usage.
2. Check whether the processes are normal and handle the issue accordingly.
 - If the processes are normal, optimize them or [modify ECS specifications](#).
 - If the processes are malicious, use a third-party tool to automatically stop the processes or manually stop them.

Common Commands

The following uses the CentOS 7.2 64bit OS as an example to describe common commands. The commands may vary depending on Linux OS editions. For details, see the official documentation for the specific OS edition.

The common commands for checking Linux ECS performance metrics, such as the CPU usage, are as follows:

- `ps -aux`
- `ps -ef`
- `top`

Locating High CPU Usage

1. Log in to the ECS using VNC.
2. Run the following command to check the OS running status:

`top`

Information similar to the following is displayed.

```
top - 20:56:02 up 37 days, 9:09, 1 user, load average: 0.00, 0.01, 0.05
Tasks: 80 total, 1 running, 79 sleeping, 0 stopped, 0 zombie
%Cpu(s): 0.2 us, 0.3 sy, 0.0 ni, 99.5 id, 0.0 wa, 0.0 hi, 0.0 si, 0.0 st
KiB Mem : 3880024 total, 2963304 free, 178384 used, 738336 buff/cache
KiB Swap: 0 total, 0 free, 0 used. 3434808 avail Mem

  PID USER      PR  NI   VIRT   RES   SHR  S  %CPU  %MEM     TIME+ COMMAND
 8115 root        20   0 161896   2216  1564 R   0.3   0.1   0:00.01 top
    1 root        20   0 125480   3884  2604 S   0.0   0.1   0:11.32 systemd
    2 root        20   0     0     0     0 S   0.0   0.0   0:00.00 kthreadd
    3 root        20   0     0     0     0 S   0.0   0.0   0:00.04 ksoftirqd/0
    5 root        0 -20     0     0     0 S   0.0   0.0   0:00.00 kworker/0:0H
    7 root        rt   0     0     0     0 S   0.0   0.0   0:00.18 migration/0
    8 root        20   0     0     0     0 S   0.0   0.0   0:00.00 rcu_bh
    9 root        20   0     0     0     0 S   0.0   0.0   7:32.18 rcu_sched
   10 root        0 -20     0     0     0 S   0.0   0.0   0:00.00 lru-add-drain
```

3. View the command output.
 - The first line in the command output is "20:56:02 up 37 days, 1 user, load average: 0.00, 0.01, 0.05", indicating that:
The current system time is 20:56:02; the ECS has been running for 37 days; there is one login user; the last three values indicate the average CPU load in the last 1 minute, 5 minutes, and 15 minutes, respectively.
 - The third line in the command output shows the overall CPU usage.
 - The fourth line in the command output shows the overall memory usage.
 - The lower part of the command output shows the resource usage of each process.

 NOTE

1. On the **top** page, enter **q** or press **Ctrl+C** to exit.
2. Alternatively, click **Input Command** in the upper right corner of the VNC login page, paste or enter commands in the displayed dialog box, and click **Send**.
3. Common parameters in top commands are as follows:
 - s: Change the image update frequency.
 - l: Show or hide the first line for the top information.
 - t: Show or hide the second line for tasks and the third line for CPUs.
 - m: Show or hide the fourth line for Mem and the fifth line for Swap.
 - N: Sort processes by PID in ascending or descending order.
 - P: Sort processes by CPU usage in ascending or descending order.
 - M: Sort processes by memory usage in ascending or descending order.
 - h: Show help for commands.
 - n: Set the number of processes displayed in the process list.
4. Run the **ll /proc/PID/exe** command to obtain the program file specified by a PID.

```
lroot@elb-mg01 sysconfig]# ll /proc/4243/exe  
lrwxrwxrwx 1 root root 0 Mar 18 11:46 /proc/4243/exe -> /CloudResetPwdUpdateAgent/depend/jre1.8.0_131/bin/java
```

Troubleshooting High CPU Usage

If the processes leading to high CPU usage are malicious, run the top command to stop them. If the **kswapd0** process leads to high CPU usage, optimize the program for the process or upgrade the ECS specifications for a larger memory capacity.

kswapd0 is a virtual memory management process. When the physical memory becomes insufficient, **kswapd0** runs to allocate disk swap capacity for caching. This uses a large number of CPU resources.

- For the detected malicious processes

Quickly stop such processes on the top page. To do so, perform the following operations:

- a. Press the **k** key during the execution of the top command.
- b. Enter the PID of the process to be stopped.

The PID of the process is the value in the first column of the top command output. For example, to stop the process with PID 52, enter **52** and press **Enter**.

```
top - 21:07:38 up 37 days, 9:21, 1 user, load average: 0.01, 0.02, 0.05  
Tasks: 81 total, 1 running, 79 sleeping, 1 stopped, 0 zombie  
%Cpu(s): 0.0 us, 3.2 sy, 0.0 ni, 96.8 id, 0.0 wa, 0.0 hi, 0.0 si, 0.0 st  
KiB Mem : 3880024 total, 2961520 free, 178960 used, 739544 buff/cache  
KiB Swap: 0 total, 0 free, 0 used. 3434216 avail Mem  
PID to signal/kill [default pid = 1] 52  
PID USER PR NI VIRT RES SHR S %CPU %MEM TIME+ COMMAND  
1 root 20 0 125480 3884 2604 S 0.0 0.1 0:11.32 systemd  
2 root 20 0 0 0 0 S 0.0 0.0 0:00.00 kthreadd
```

- c. After the operation is successful, information similar to the following is displayed. Press **Enter**.

```
top - 21:07:38 up 37 days, 9:21, 1 user, load average: 0.01, 0.02, 0.05
Tasks: 81 total, 1 running, 79 sleeping, 1 stopped, 0 zombie
%Cpu(s): 0.0 us, 3.2 sy, 0.0 ni, 96.8 id, 0.0 wa, 0.0 hi, 0.0 si, 0.0 st
KiB Mem : 3880024 total, 2961520 free, 178960 used, 739544 buff/cache
KiB Swap: 0 total, 0 free, 0 used. 3434216 avail Mem
Send pid 52 signal [15/sigterm]
```

PID	USER	PR	NI	UIRT	RES	SHR	S	%CPU	%MEM	TIME+	COMMAND
1	root	20	0	125480	3884	2604	S	0.0	0.1	0:11.32	systemd
2	root	20	0	0	0	0	S	0.0	0.0	0:00.00	kthreadd

- For the **kswapd0** process

To check the memory usage of a process, perform the following operations:

- a. Run the **top** command to check the resource usage of the **kswapd0** process.
- b. If the process remains in non-sleeping state for a long period of time, you can preliminarily determine that the system is consistently paging. In such a case, the high CPU usage is caused by insufficient memory.

```
Tasks: 81 total, 1 running, 79 sleeping, 1 stopped, 0 zombie
%Cpu(s): 0.2 us, 52.2 sy, 0.0 ni, 99.7 id, 0.0 wa, 0.0 hi, 0.0 si, 0.0 st
KiB Mem : 3880024 total, 3014820 free, 179024 used, 686180 buff/cache
KiB Swap: 0 total, 0 free, 0 used. 3433948 avail Mem
```

PID	USER	PR	NI	UIRT	RES	SHR	S	%CPU	%MEM	TIME+	COMMAND
36	root	20	0	0	0	0	S	99.0	0.0	964:10.45	kswapd0
4595	nginx	20	0	125392	3576	1040	S	0.3	0.1	60:04.91	nginx
1	root	20	0	125480	3884	2604	S	0.0	0.1	0:11.47	systemd

- c. Run the **vmstat** command to check the virtual memory usage of the system.

If the **si** and **so** values are large, the system is frequently paging and the physical memory of the system is insufficient.

- **si**: Volume of data written from the swap partition to the memory per second, which is transferred from the disk to the memory.
 - **so**: Volume of data written from the memory to the swap partition per second, which is transferred from the memory to the disk.
- d. Further identify the causes of high memory usage. Run commands, such as **free** and **ps** to check the memory usage of the system and processes in the system.
 - e. Restart the application or release the memory when traffic is light.

To handle this issue, expand the ECS memory. If memory expansion is not allowed, optimize the application and enable hugepage memory.

Handling High Bandwidth Usage

If the high bandwidth usage is caused by normal service access of non-malicious processes, enlarge the bandwidth to handle this issue. If the high bandwidth usage is caused by abnormal service access, for example, malicious access from certain IP addresses, CC attacks on the ECS, or malicious processes, use the traffic monitoring tool **nethogs** to monitor the bandwidth usage of each process in real time and identify faulty processes.

- Using **nethogs** for troubleshooting
 - a. Run the following command to install **nethogs**:
yum install nethogs -y

After the installation, run the **netgos** command to check bandwidth usage.

Parameters in the **nethogs** command are as follows:

- **-d**: Set the update interval in the unit of second. The default value is 1s.
- **-t**: Enable tracing.
- **-c**: Set the number of updates.
- **device**: Set the NIC to be monitored. The default value is **eth0**.

The following parameters are involved in command execution:

- **q**: Exit **nethogs**.
 - **s**: Sort processes in the process list by TX traffic in ascending or descending order.
 - **r**: Sort processes in the process list by RX traffic in ascending or descending order.
 - **m**: Switch the display unit in the sequence of KB/s, KB, B, and MB.
- b. Run the following command to check the bandwidth usage of each process on the specified NIC:

nethogs eth1

```
NetHogs version 0.8.5
```

PID	USER	PROGRAM	DEV	SENT	RECEIVED
4596	nginx	nginx: worker process	eth1	34.360	3.267 KB/sec
?	root	192.168.0.92:90-100.125.60.19:17873		0.179	0.246 KB/sec
?	root	192.168.0.92:11211-213.32.10.149:44945		0.000	0.000 KB/sec
?	root	192.168.0.92:20101-185.176.26.66:43408		0.000	0.000 KB/sec
?	root	unknown TCP		0.000	0.000 KB/sec
TOTAL				34.540	3.512 KB/sec

The parameters in the command output are as follows:

- **PID**: ID of the process.
 - **USER**: user who runs the process.
 - **PROGRAM**: IP addresses and port numbers of the process and connection, respectively. The former is for the server and the latter is for the client.
 - **DEV**: Network port to which the traffic is destined.
 - **SENT**: Volume of data sent by the process per second.
 - **RECEIVED**: Volume of data received by the process per second.
- c. Stop malicious programs or blacklist malicious IP addresses.
- To stop a malicious process, run the **kill PID** command.
- To blacklist a malicious IP address or limit its rate, use iptables.
- Using Web Application Firewall (WAF) to protect the ECS against CC attacks
If your ECS has encountered a CC attack, enable CC security protection on the WAF console. For instructions about how to use WAF, see [Configuring a CC Attack Protection Rule](#).

1.9 How Can I Handle Slow ECS Startup?

If an ECS requires a long period of time to start, you can change the default timeout to speed up the startup.

1. Log in to the ECS.
2. Run the following command to switch to user **root**:
sudo su
3. Run the following command to obtain the grub version:

```
rpm -qa | grep grub
```

Figure 1-22 Viewing the grub version

```
[root@xxxxxxxxxxxxxxxxxxxxx ~]# rpm -qa | grep grub  
grub2-2.02-0.44.el7.centos.x86_64
```

4. Change the timeout in the grub file to 0s.
 - If the grub version is earlier than 2:
Open the **/boot/grub/grub.cfg** or **/boot/grub/menu.lst** file and change the **timeout** value to **0**.
 - If the grub version is 2:
Open the **/boot/grub2/grub.cfg** file and change the **timeout** value to **0**.

Figure 1-23 Changing timeout duration

```
#boot=/dev/sda  
default=0  
timeout=0  
splashimage=(hd0,1)/boot/grub/splash.xpm.gz  
hiddenmenu  
title CentOS (2.6.32-696.16.1.el6.x86_64)  
    root (hd0,1)  
    kernel /boot/vmlinuz-2.6.32-696.16.1.el6.x86_64 ro root=UUID=2bc0f5fd-e0  
19-4ba5-8ce0-0fe12b6efc24 rd_NO_LUKS rd_NO_LVM LANG=en_US.UTF-8 rd_NO_MD SYSFONT  
=latarcyrheb-sun16 crashkernel=auto KEYBOARDTYPE=pc KEYTABLE=us rd_NO_DM rhgb q
```

1.10 How Do I Configure Multiple IP Addresses for an ECS with Multiple NICs Attached?

Symptom

If an ECS has multiple NICs, perform the following operations to configure policy-based routing for the ECS to enable the network communication of secondary NICs.

Possible Causes

No routing rules are configured for the EIPs bound to the extension NICs.

Operation Guide

This document describes how to configure policy-based routes for Linux and Windows ECSs. For details, see [Table 1-3](#).

Table 1-3 Operation instructions

OS Type	IP Address Version	Procedure
Linux	IPv4	Take an ECS running CentOS 8.0 (64-bit) as an example.
	IPv6	For details, see section <i>Configuring Policy-based Routes for a Linux ECS with Multiple NICs</i> under <i>Configuring Policy-based Routes for an ECS with Multiple NICs</i> in the <i>Virtual Private Cloud Best Practices</i> .
Windows	IPv4	Take an ECS running Windows Server 2012 (64-bit) as an example.
	IPv6	For details, see section <i>Configuring Policy-based Routes for a Windows ECS with Multiple NICs</i> under <i>Configuring Policy-based Routes for an ECS with Multiple NICs</i> in the <i>Virtual Private Cloud Best Practices</i> .

2 Windows ECS Issues

2.1 How Can I Retain a Session on a Windows ECS?

Scenarios

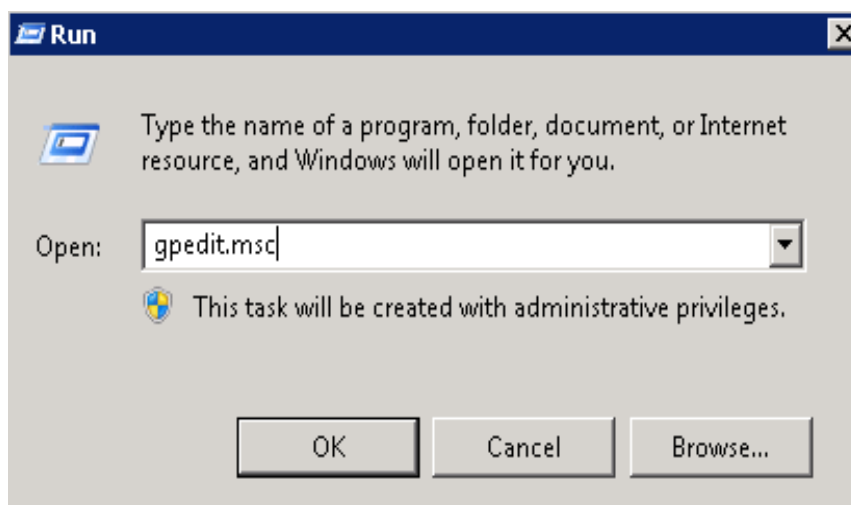
This section describes how to configure a Windows ECS so that its remote desktop connection will not be automatically disconnected.

Procedure

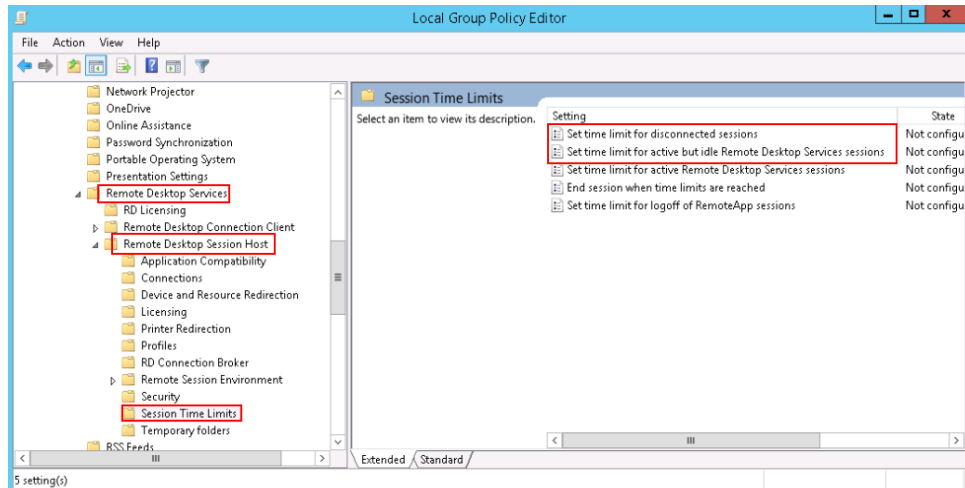
The following uses an ECS running Windows Server 2008 as an example.

1. Choose **Start > Run**. In the **Run** dialog box, enter **gpedit.msc** and click **OK** to start Local Group Policy Editor.

Figure 2-1 gpedit.msc

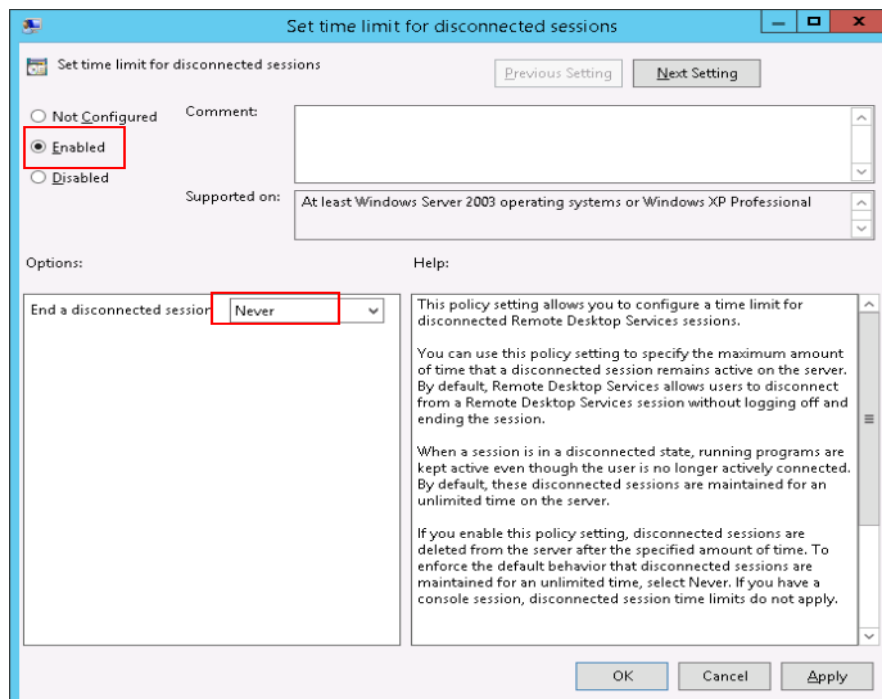


2. Choose **Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Session Time Limits**.



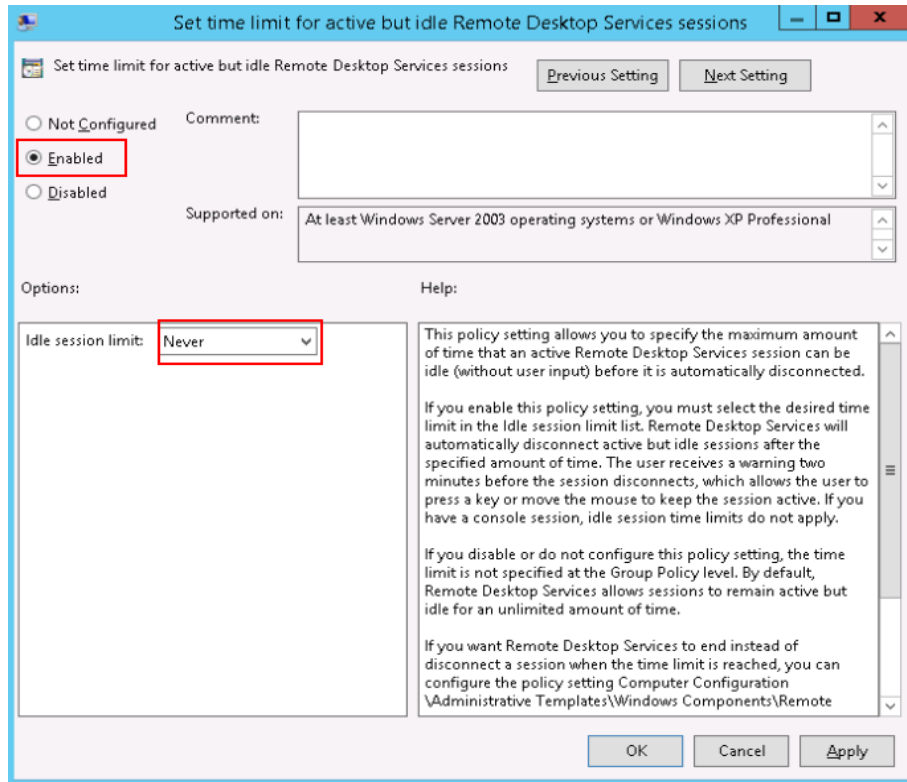
3. Set time limit for disconnected sessions.

- Select **Enabled**.
- Set **End a disconnected session** to **Never**.



4. Set time limit for active but idle Remote Desktop Services sessions.

- Select **Enabled**.
- Set **Idle session limit** to **Never**.

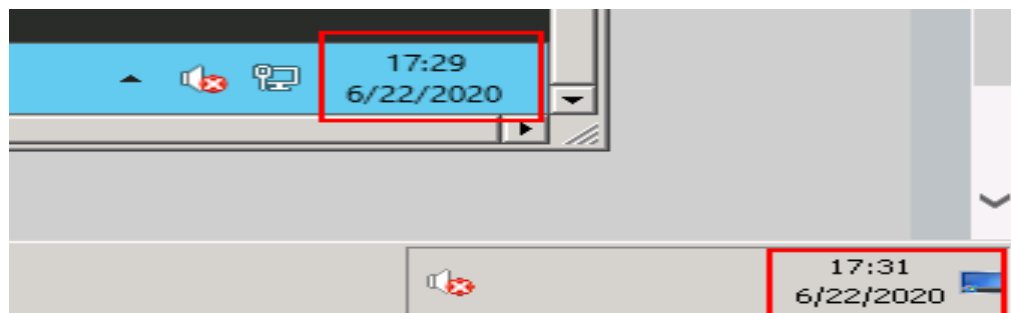


2.2 How Can I Fix the Difference Between the System Time and the Local Standard Time?

Symptom

The system time on my Windows ECS is different from the local standard time.

Figure 2-2 Difference between system time and local standard time



Possible Causes

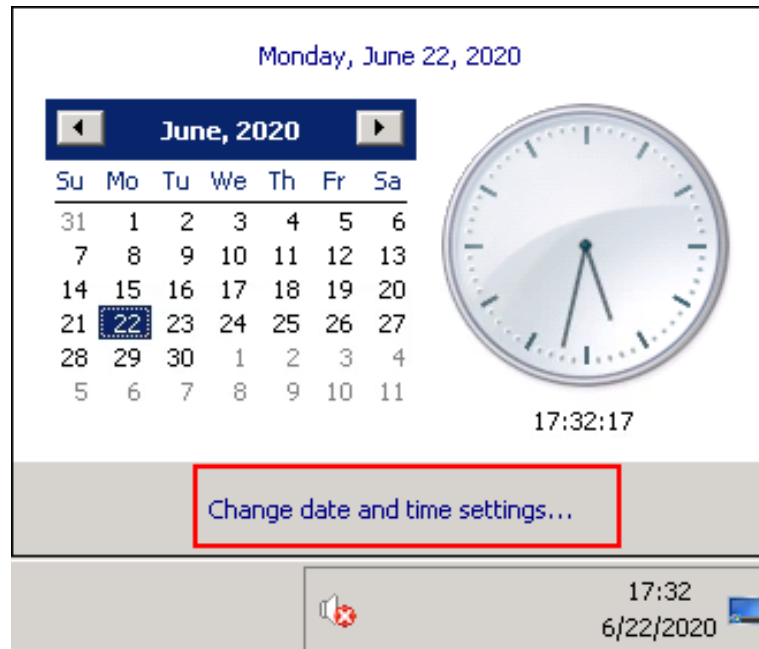
Affected by the network state, some drivers, or processes, the system time may be different from the standard time.

Solution 1

Manually synchronize system time.

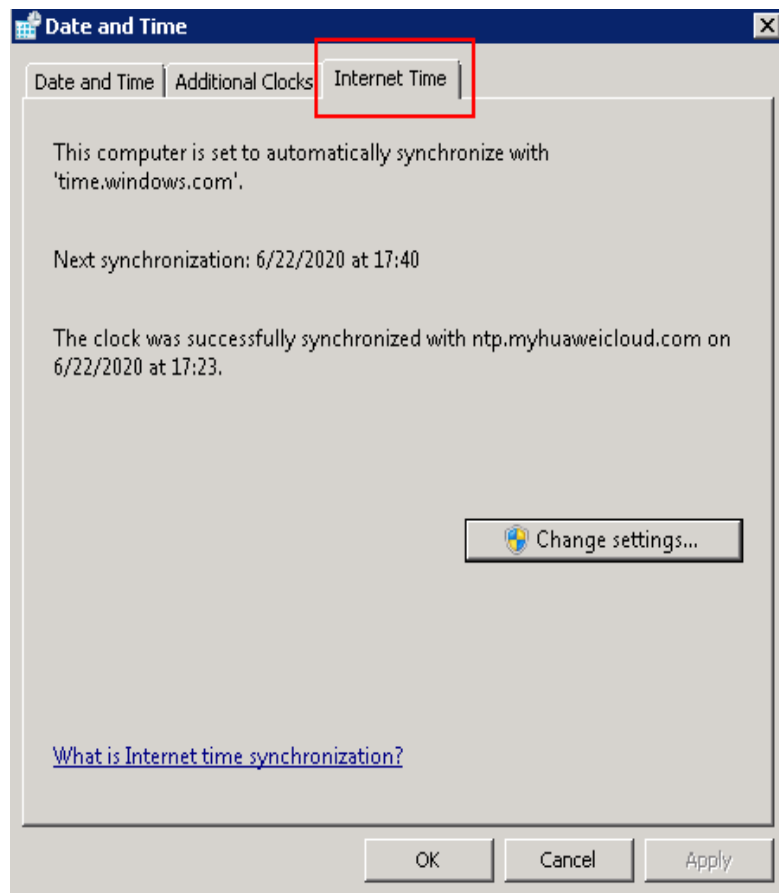
1. Click **Change date and time settings** in the lower right corner of the desktop. The **Date and Time** window is displayed.

Figure 2-3 Date and time



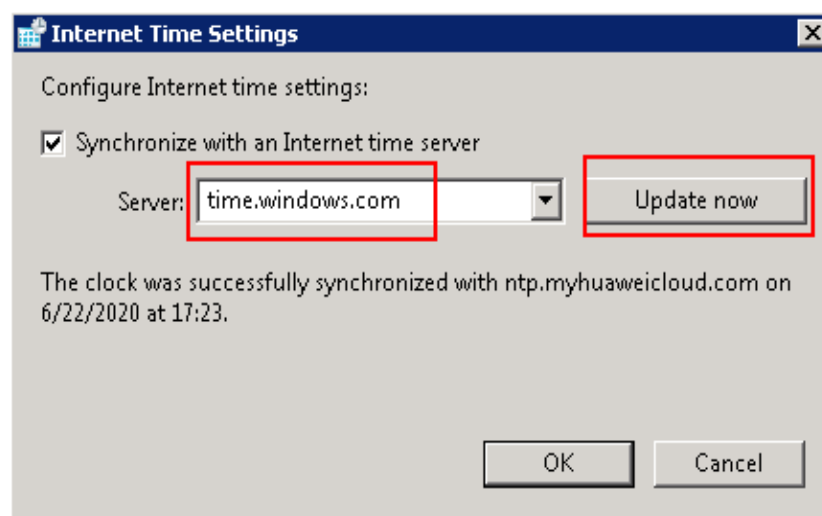
2. Click the **Internet Time** tab.

Figure 2-4 Internet time



3. Click **Change settings** and select a time source. The default time source is **time.windows.com**.
4. Click **Update now** and then click **OK**.

Figure 2-5 Selecting a time source



5. Check whether system time is consistent with the local standard time.

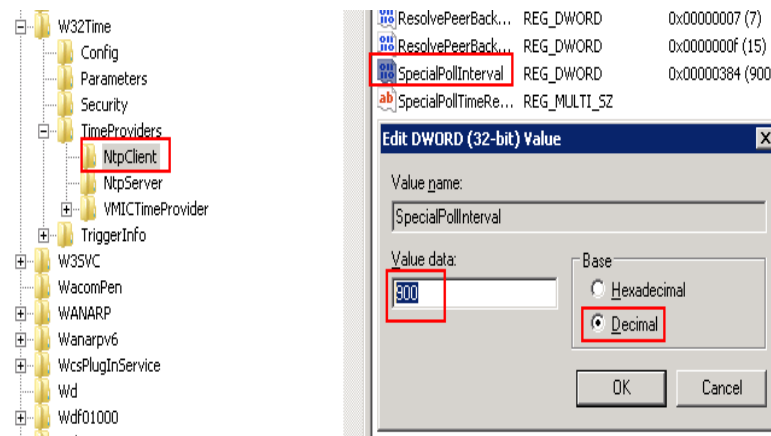
Solution 2

Change the update frequency of system time by editing the Windows registry.

1. In the **Run** dialog box, enter **regedit** to access the registry editor.
2. Choose **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > W32Time > TimeProviders > NtpClient** and double-click **SpecialPollInterval**.
3. In the dialog box that is displayed, set **Base** to **Decimal**.
4. Set the time synchronization interval.

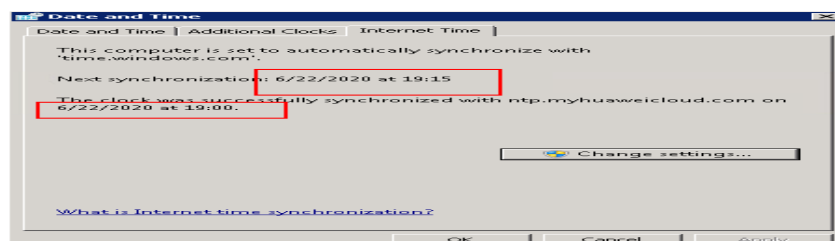
The value displayed in **Value data** is the interval (in seconds) for automatic time synchronization. Set this parameter as required.

Figure 2-6 Setting the time synchronization interval



5. Click **OK**.
6. After the configuration is complete, enter **cmd** to open the CLI and run the following command to update the group policy:
gpupdate
7. Check the Internet time. As shown in [Figure 2-7](#), the time synchronization frequency is changed to once every 15 minutes.

Figure 2-7 Viewing time synchronization frequency



Solution 3

Install the NTP server. For details, see [Does HUAWEI CLOUD Provide the NTP Server and How Can I Configure It?](#)

2.3 How Do I Attach an Extension NIC to a Windows ECS for Accessing the Internet?

Scenarios

A Windows ECS has one primary NIC and one extension NIC attached. Both the NICs have an EIP bound to access the Internet.

Constraints

Do not modify the primary NIC settings.

Procedure

1. Log in to the management console and choose **Compute > Elastic Cloud Server**.
2. In the ECS list on the displayed page, select the ECS for which you want to add the NIC.
3. Click the name of the target ECS to go to the ECS details page.
4. Click the **NICs** tab.
5. Click **Add NIC** and add an extension NIC as prompted.

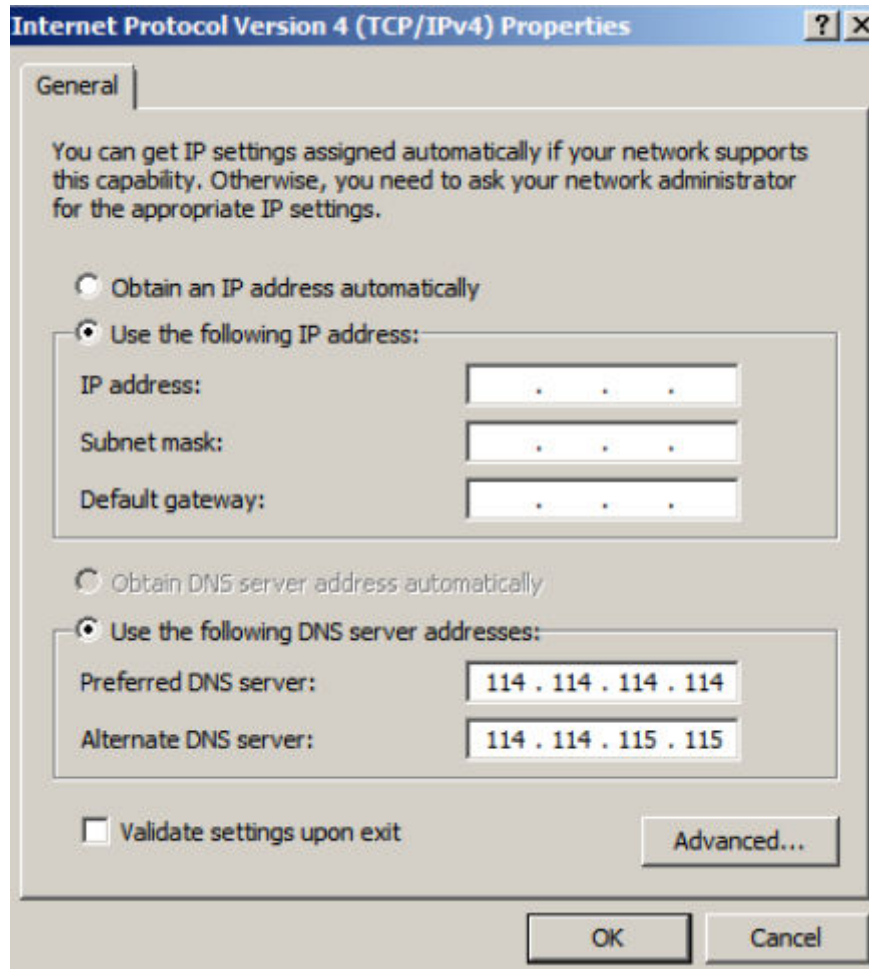
Ensure that the security group and subnet of the extension NIC are the same as those of the primary NIC.

After the extension NIC is added, the system automatically obtains a private IP address.

6. Remotely log in to the ECS.
7. Click **Open Network and Sharing Center** in the lower right corner. Then, click **Change adapter settings** in the upper left corner and find the newly added NIC.



8. Right-click the target network connection and choose **Properties** from the shortcut menu.
9. In the **Local Area Connection 3 Properties** dialog box, click the **Networking** tab, select **Internet Protocol Version 4 (TCP/IPv4)**, and click **Properties**.
10. In the **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box, click the **General** tab and configure the private IP address automatically obtained in step 5 for the newly added NIC.



Example configurations:

- Private IP address: 192.168.1.11
- IP address: 192.168.1.11
- Subnet mask: 255.255.255.0
- Default gateway: 192.168.1.1
- Preferred DNS server: 114.114.114.114
- Alternate DNS server: 114.114.115.115

11. After the configuration, select **Validate settings upon exit**.
12. Restart the NIC and bind an EIP to it.

2.4 How Can I Fix Grayed Out Copy and Paste Options?

Symptom

After remotely logging in to a Windows ECS, I cannot copy or paste content and find that the **Paste** option grayed out.

Possible Causes

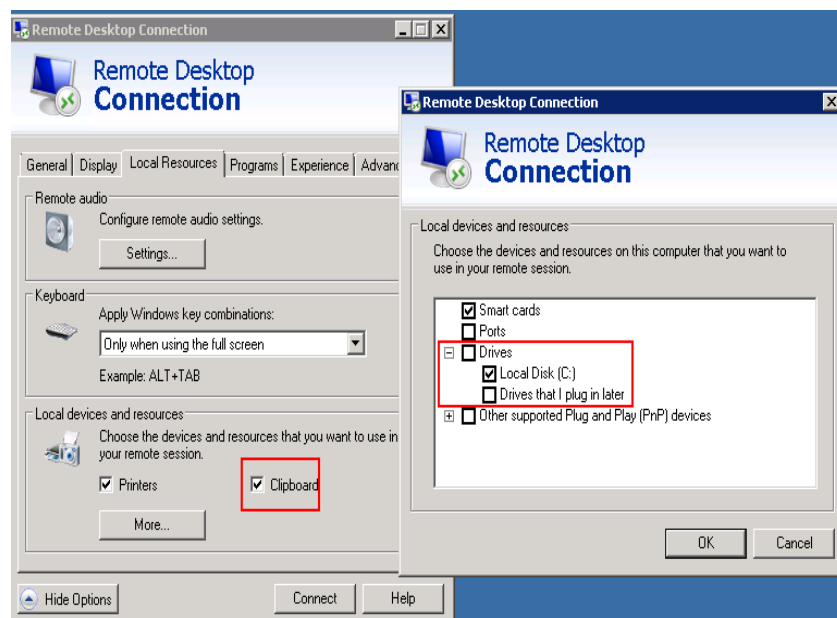
- Local drive is not mapped.

- An error has occurred in the **rdpclip.exe** process.
- Data cannot be copied and pasted between the ECS and the local server.

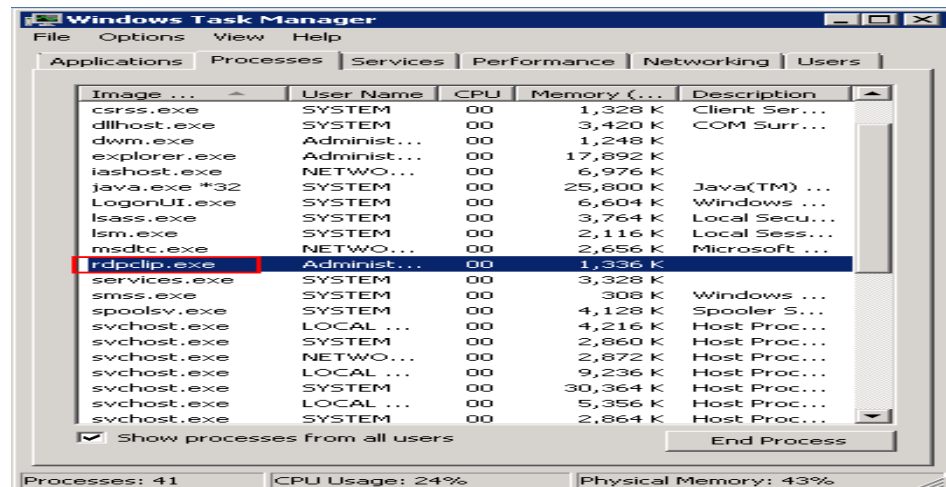
Solution

- The local drive is not mapped. **Figure 2-8** uses local drive C and drive D as an example.
 - a. Open the **Run** dialog box, enter **mstsc**, and click **OK** to start **Remote Desktop Connection**.
 - b. Click the **Local Resources** tab and select **Clipboard** in the **Local devices and resources** pane. Click **More** and select the drives you want to use in the remote session.
 - c. Click **OK** and check whether the copy and paste options work.

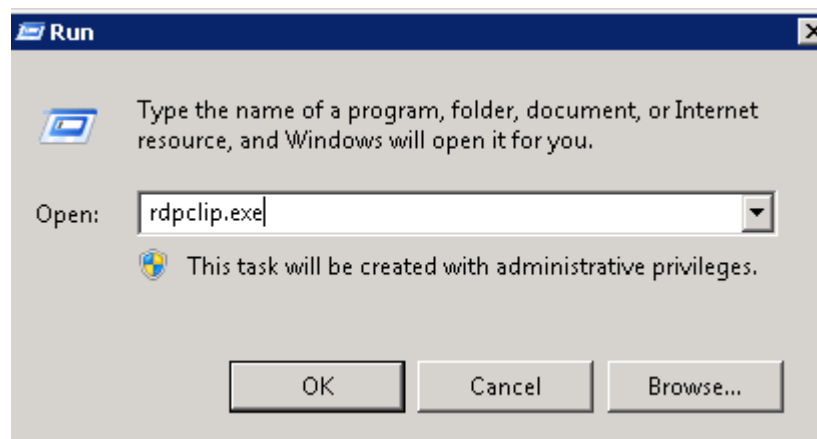
Figure 2-8 Local resources



- An error has occurred in the **rdpclip.exe** process.
 - a. Enable remote desktop connection, start **Windows Task Manager**, and stop the **rdpclip.exe** process on the **Processes** tab page.

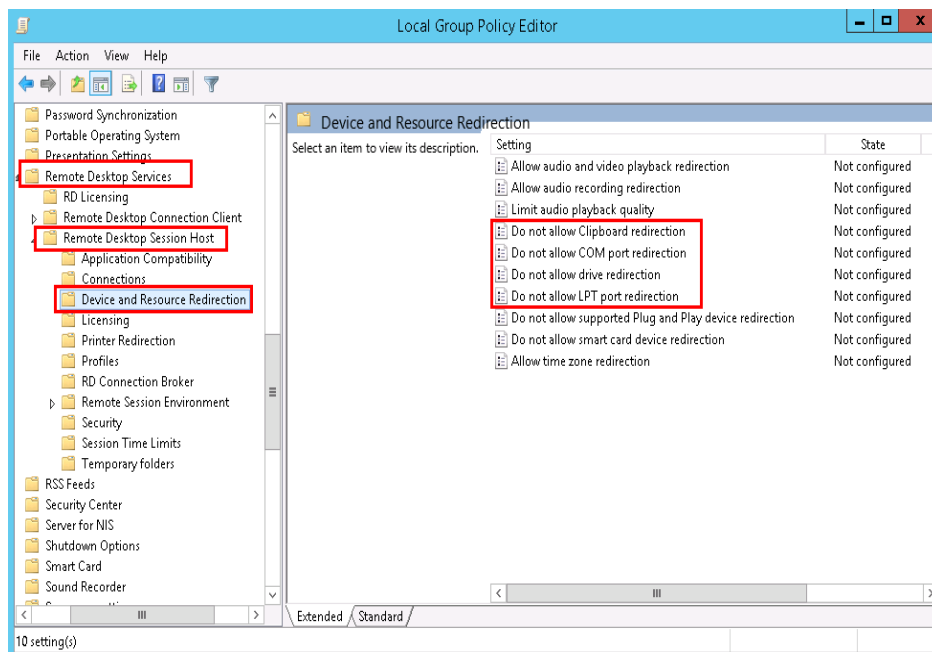
Figure 2-9 Ending the `rdpclip.exe` process

- b. Open the **Run** dialog box, enter `rdpclip.exe`, and click **OK** to restart it.

Figure 2-10 Starting the `rdpclip.exe` process

- c. Check whether the copy and paste options work.
- Data cannot be copied and pasted between the ECS and the local server.
 - a. Choose **Start > Run**. In the **Run** dialog box, enter `gpedit.msc` and click **OK** to start Local Group Policy Editor.
 - b. Choose **Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Device and Resource Redirection**.
 - c. Set **Do not allow Clipboard redirection**, **Do not allow COM port redirection**, **Do not allow drive redirection**, and **Do not allow LPT port redirection** to **Disabled**.

Figure 2-11 Device and resource redirection



- d. Restart the ECS and check whether the copy and paste options work.

2.5 How Do I Configure File Sharing and Network Disk Mapping for a Windows ECS?

Scenarios

This section describes how to share a folder between Windows ECSs over an intranet.

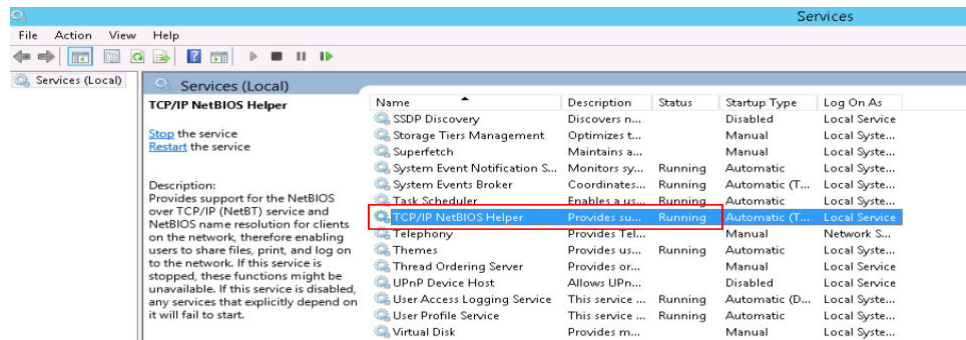
Constraints

Some carriers may block ports 139 and 445. As a result, you cannot access the shared folders over the Internet. Therefore, you are advised to share a folder between Windows ECSs only over an intranet.

Procedure

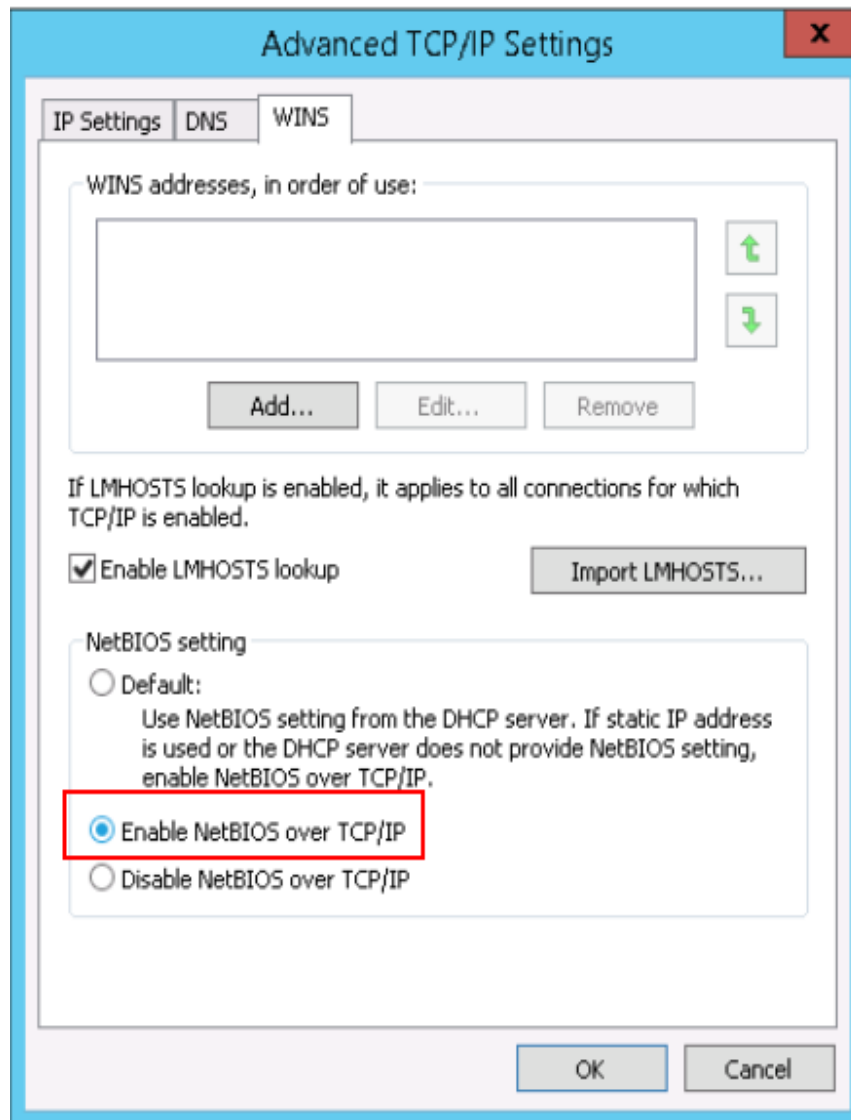
- Step 1** Check whether the two Windows ECSs that are to share a folder are correctly configured.
- Ensure that **TCP/IP NetBIOS Helper** is started.
Open the CLI, run the **services.msc** command, and locate **TCP/IP NetBIOS Helper** to check its status.

Figure 2-12 Tcp/IP NetBIOS Helper



- Ensure that **Enable NetBIOS over TCP/IP** is selected on the NIC.
 Right-click the **Network** icon in the lower right corner and choose **Open Network and Sharing Center** from the shortcut menu. Click **Change adapter settings**. Right-click **Ethernet** and choose **Properties** from the shortcut menu. Double-click **Internet Protocol Version 4 (TCP/IPv4)**. Choose **Advanced > WINS** and select **Enable NetBIOS over TCP/IP**.

Figure 2-13 Enabling NetBIOS over TCP/IP

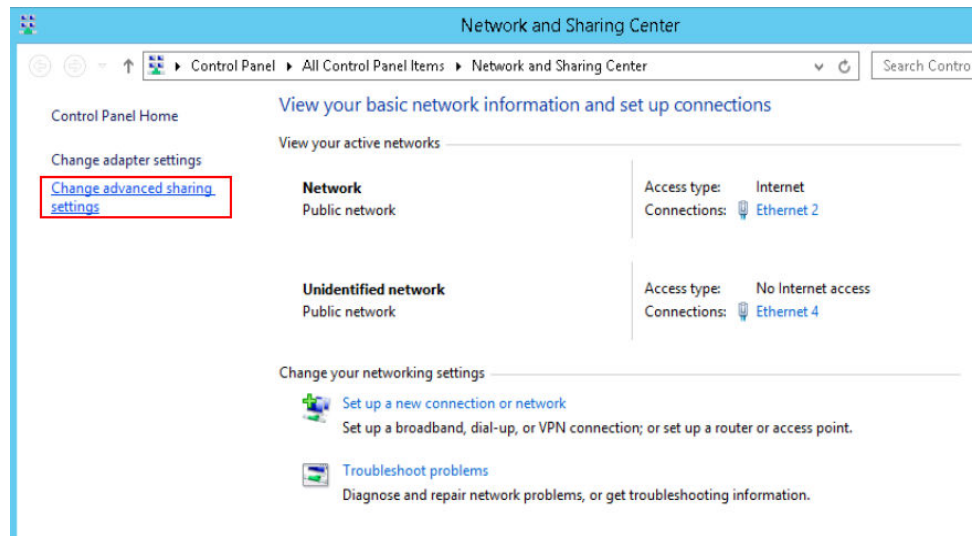


- Ensure that the inbound rules are added for ports 139 and 445 on the Windows ECS firewall.

Step 2 Configure **Network and Sharing Center**

1. Click **Open Network and Sharing Center**.
2. Click **Change advanced sharing settings**.

Figure 2-14 Change advanced sharing settings



3. Ensure the network types of the two Windows ECSs are same. For example, both are public or private. Select **Turn on network discovery** and **Turn on sharing so anyone with network access can read and write files in the Public folder**.

Figure 2-15 Enabling network discovery

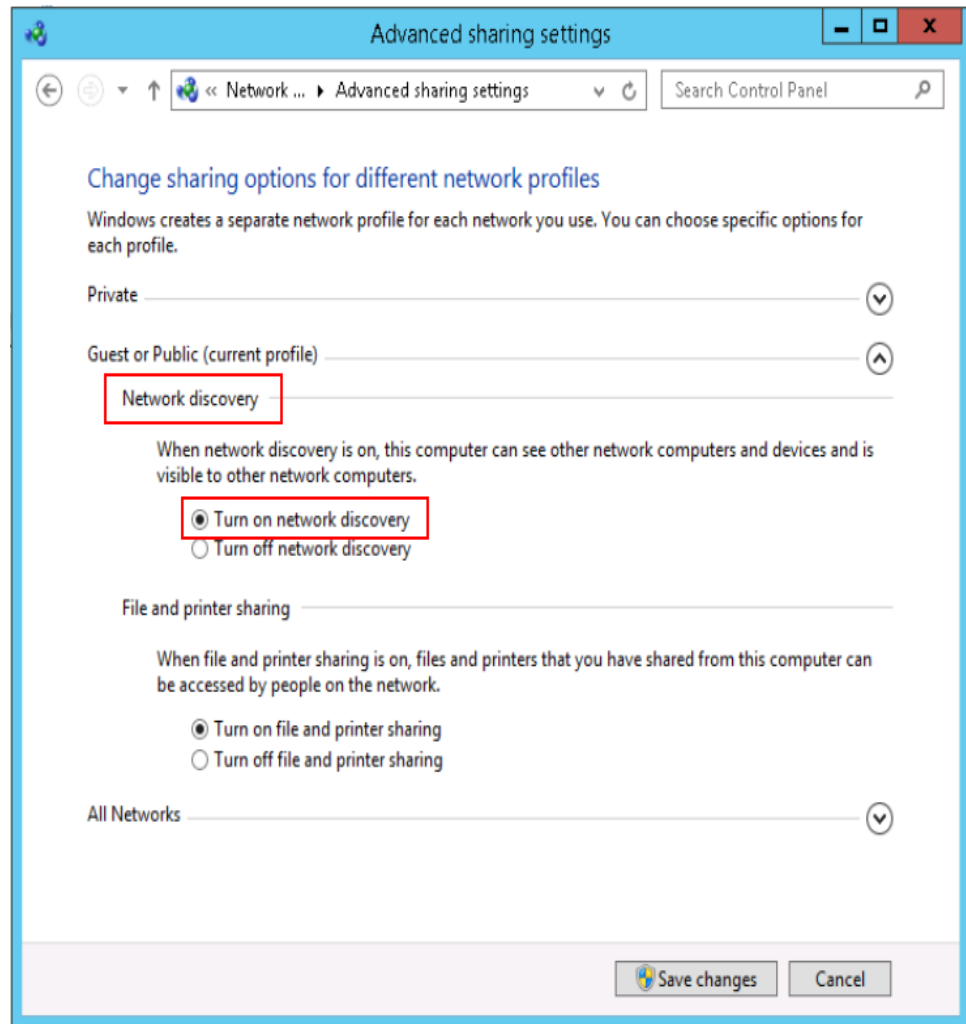
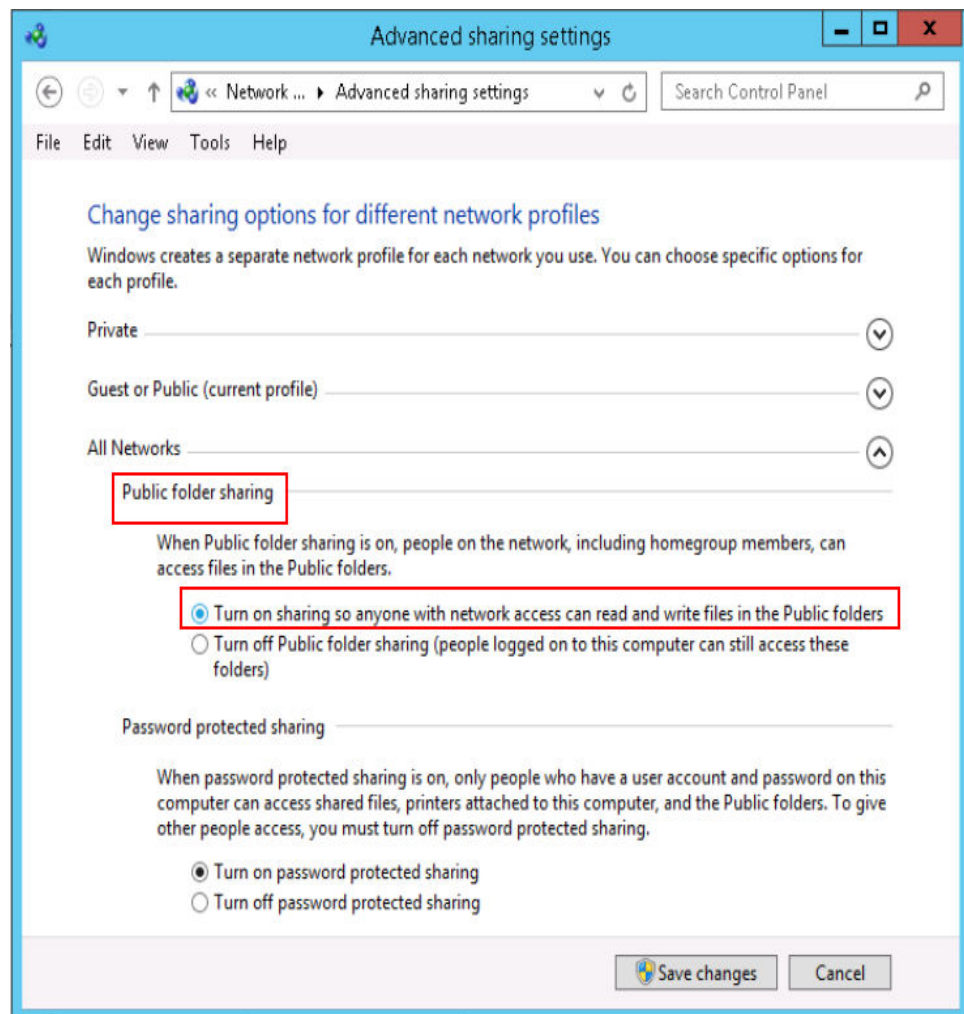


Figure 2-16 Enabling public folder sharing



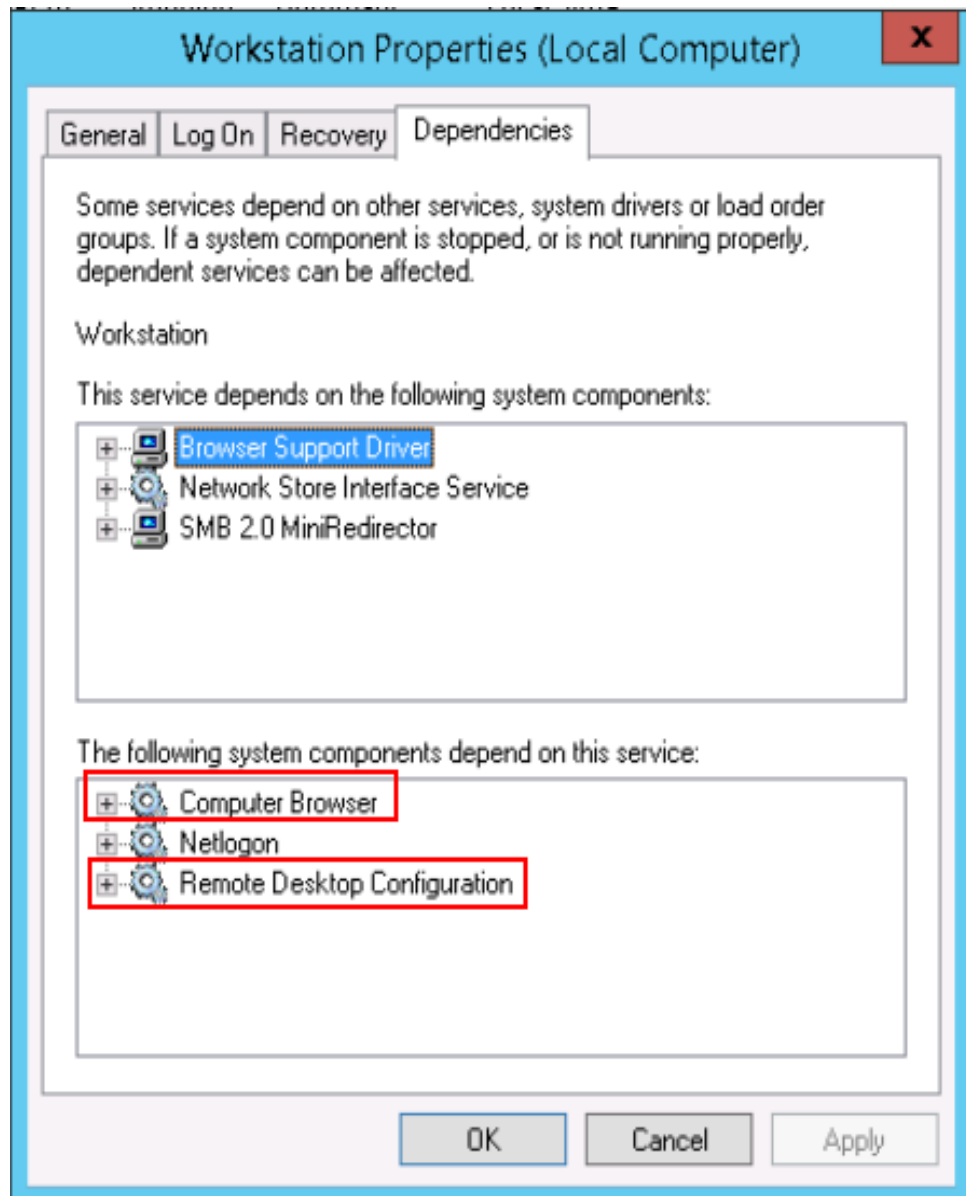
If the network discovery function cannot be enabled, you can run the **services.msc** command to start the Services manager. Check whether the following services on which the network discovery function depends are enabled:

- Function Discovery Resource Publication
- SSDP Discovery
- UPnP Device Host

4. In the Services manager, start the **Workstation** service.

This service depends on the **Computer Browser** and **Remote Desktop Configuration** components. Before starting the **Workstation** service, start the two components.

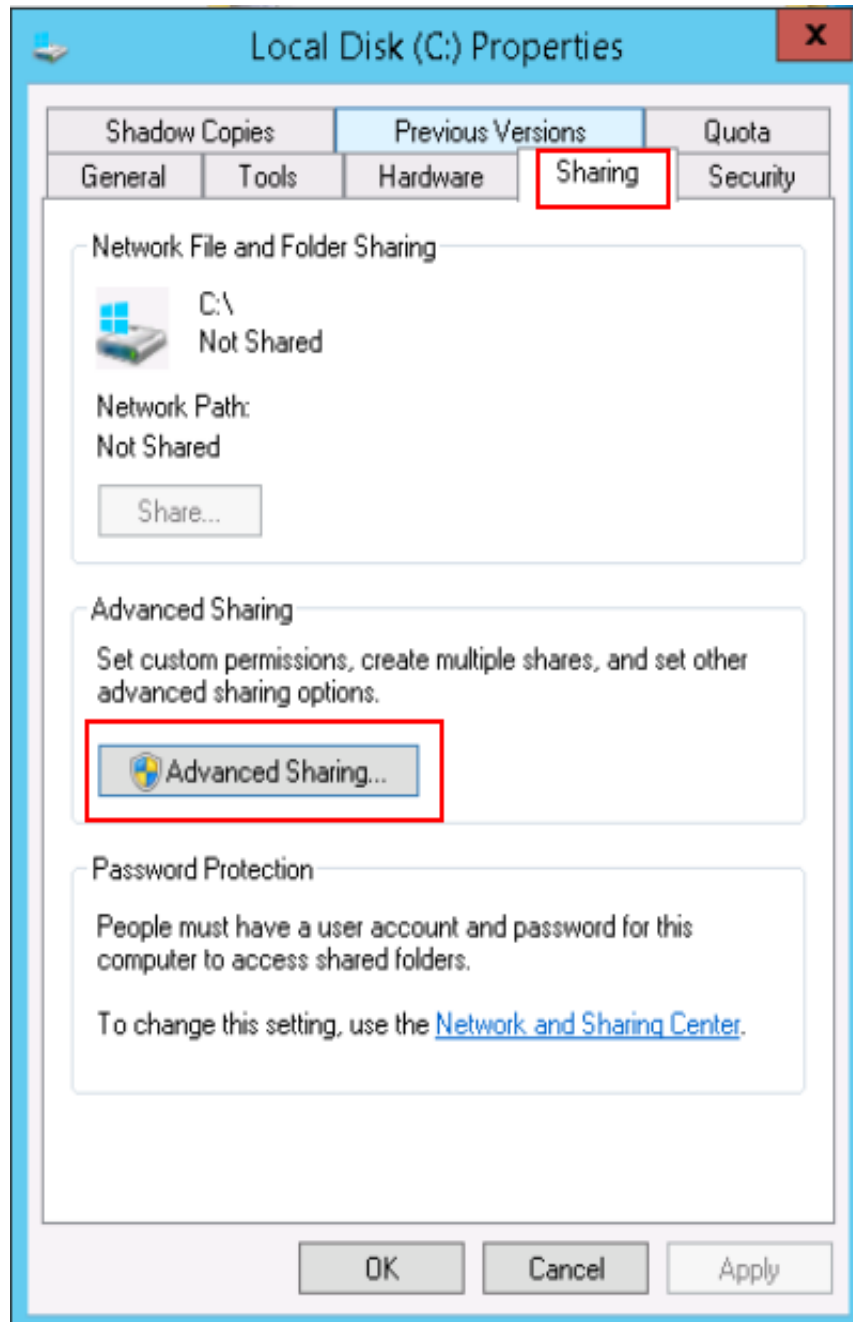
Figure 2-17 Enabling the **Workstation** service



Step 3 Configure disk sharing on the ECS that needs to access the shared disk.

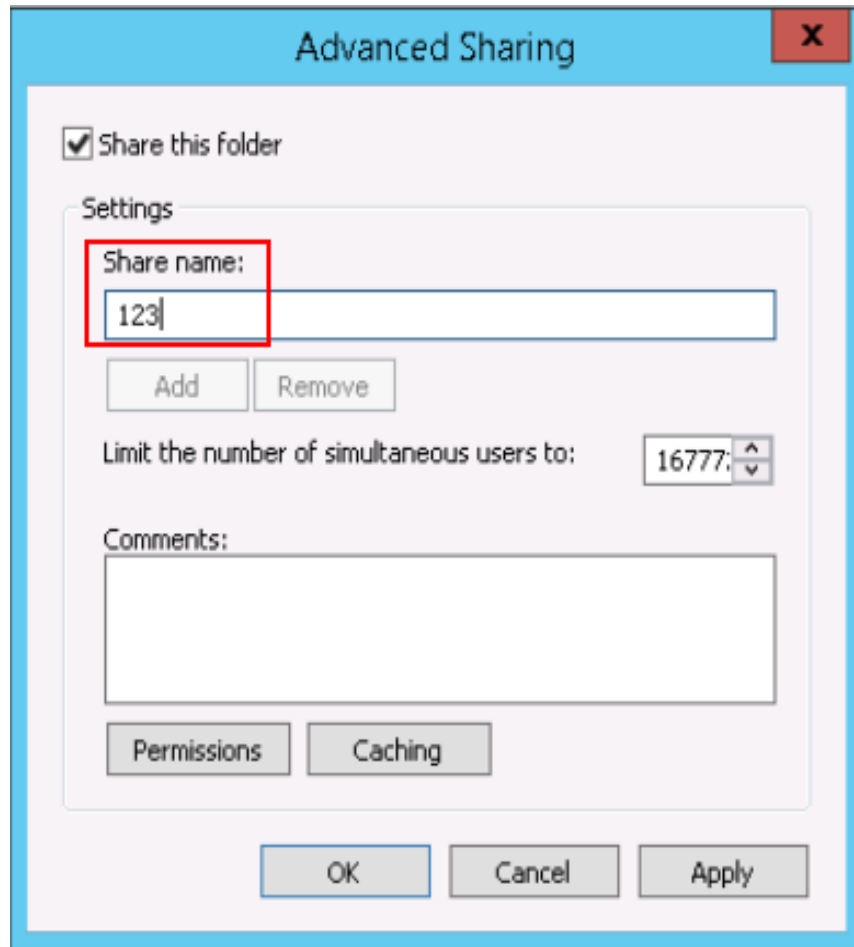
1. Right-click the disk to be shared and select **Properties**.
2. Click the **Sharing** tab and then click **Advanced Sharing**.

Figure 2-18 Configuring disk sharing



3. Set **Share name** and click **OK**.
Customize a name for the folder to be shared.

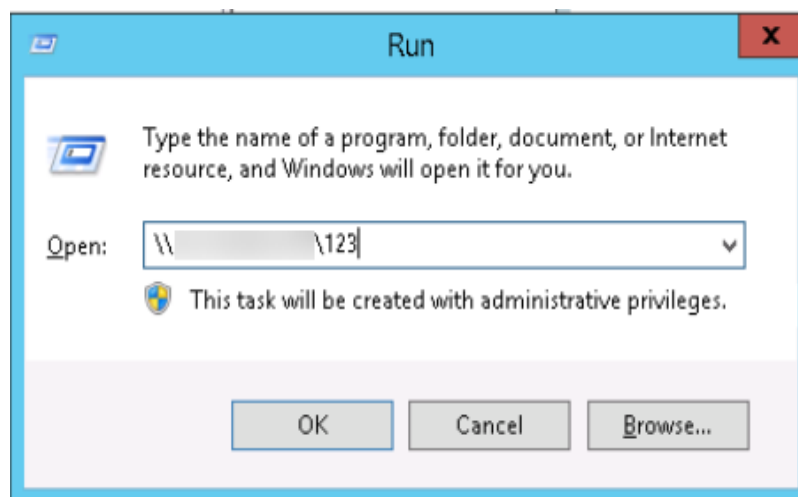
Figure 2-19 Entering a name for the folder to be shared



Step 4 Start another ECS in the same region and access the shared folder over the intranet.

1. Start the **Run** dialog box.
2. Enter `\\Intranet IP address\123` and click **OK** to open the shared folder.

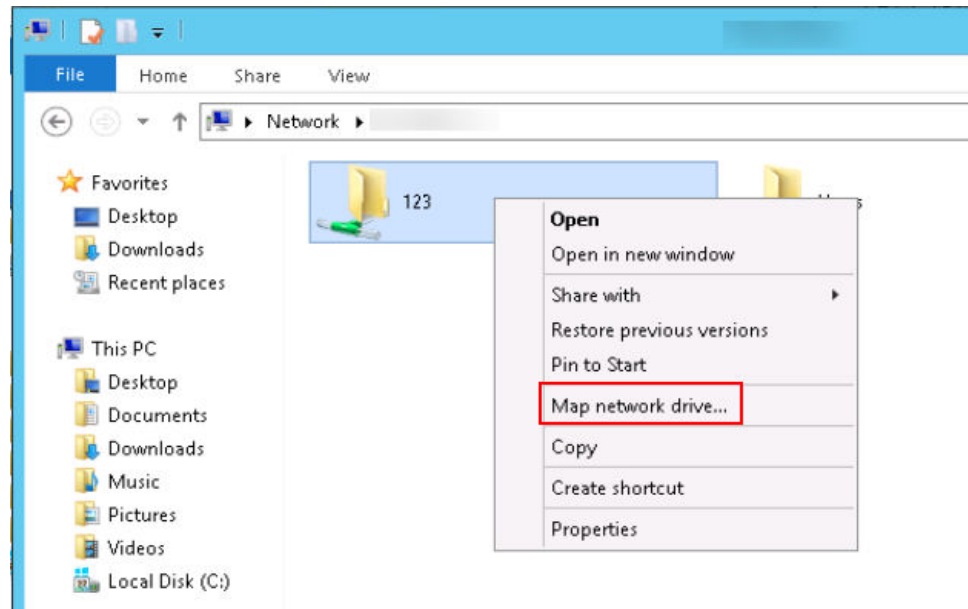
Figure 2-20 Assessing the shared folder



Step 5 (Optional) Create a network drive mapping for the shared path. Perform this operation to access the shared folder more conveniently.

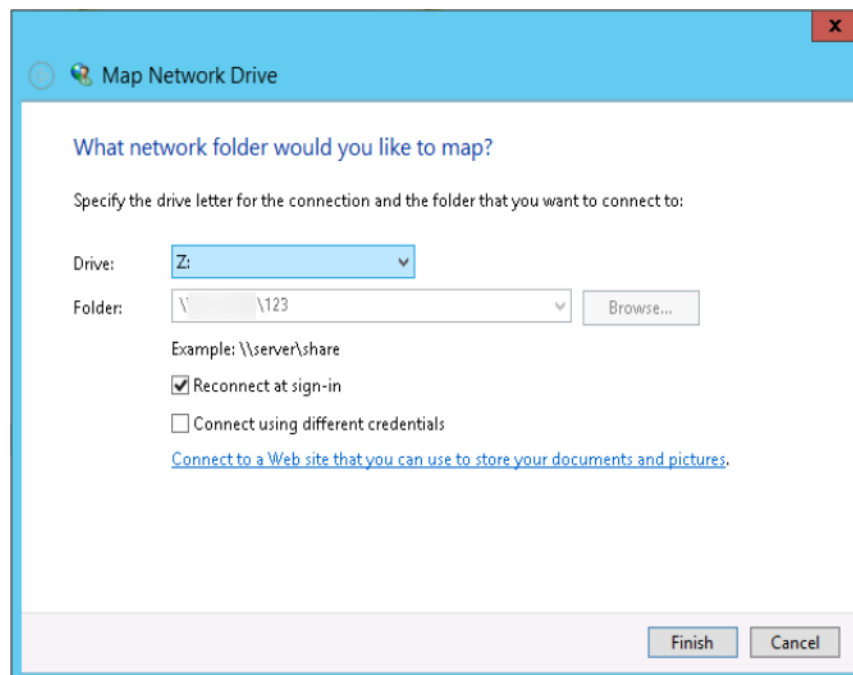
1. Right-click the shared folder and choose **Map network drive** from the shortcut menu.

Figure 2-21 Creating a mapping



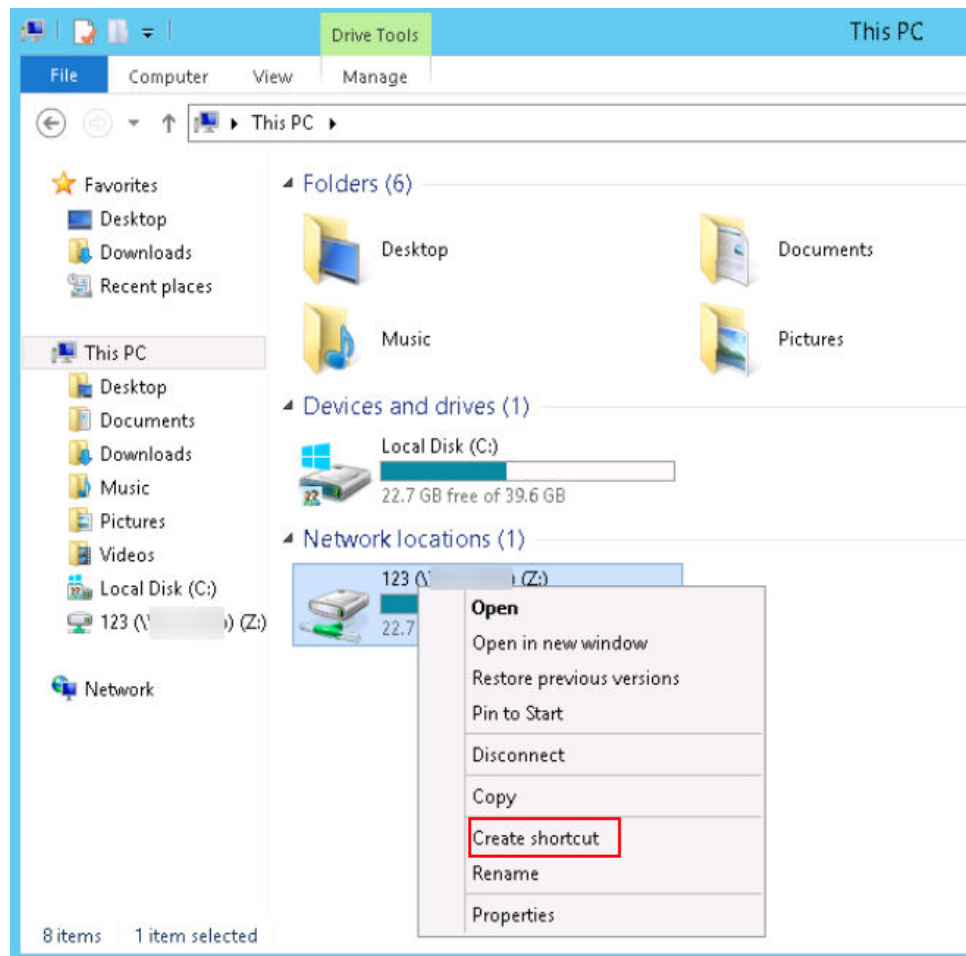
2. Map the network drive.

Figure 2-22 Mapping the network drive



3. Click the name of the mapped network drive, choose **Create Shortcut**, and send the shortcut to the desktop.
Double-click the shortcut to quickly access the shared folder.

Figure 2-23 Creating a shortcut



----End

2.6 How Do I Troubleshoot an In-Service Port During Tomcat Startup?

Symptom

The system prompts that the required port is being used when Tomcat is started on a Windows ECS.

This section uses Windows Server 2008 R2 and port 80 as an example describe how to resolve this issue.

Possible Causes

The port 80 required by Tomcat is being used by other programs, viruses, or Trojan horses.

1. Run the **netstat -ano | find "80"** command and find that the ID of the process that is using port 80 is 4.

NOTE

Change the port number as required.

Figure 2-24 Checking the process using port 80

```
C:\Users>netstat -ano | find ":80"
TCP    0.0.0.0:80          0.0.0.0:0          LISTENING      4
```

2. Run the **tasklist /svc | find "4"** command and find that the process using port 80 is the System process.

NOTE

Change the process ID as required.

Figure 2-25 System process

```
C:\Users>tasklist /svc | find "4"
System 4
```

Port 80 is used by the System process.

Solutions

NOTE

Stopping the process that is using port 80 may stop the applications that are running or restart the ECS.

Solution 1:

1. Run the **cmd** command as the administrator and enter **net stop http**.
2. To stop the process that is using port 80, enter **y**.
3. Run the **sc config http start= disabled** command.

Solution 2:

1. In the **cmd** window, run **regedit** to open the registry editor.
2. In **Registry Editor**, choose **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > HTTP** and change the value of **Start** to **0**.
3. Restart the ECS.

2.7 How Do I Troubleshoot Unavailable Input Methods?

Symptom

- On your Windows ECS, you cannot switch input methods using **Ctrl+Shift**. The input method is not shown.
- You do not know how to add a language to the input methods.

Possible Causes

- The **ctfmon.exe** process is not started.

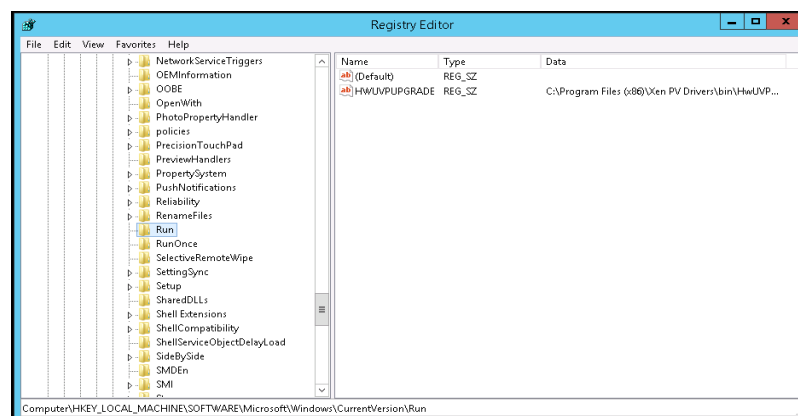
- The input indication icon is turned off.

Solutions to Unavailable Input Methods

Check whether the **ctfmon.exe** process is started.

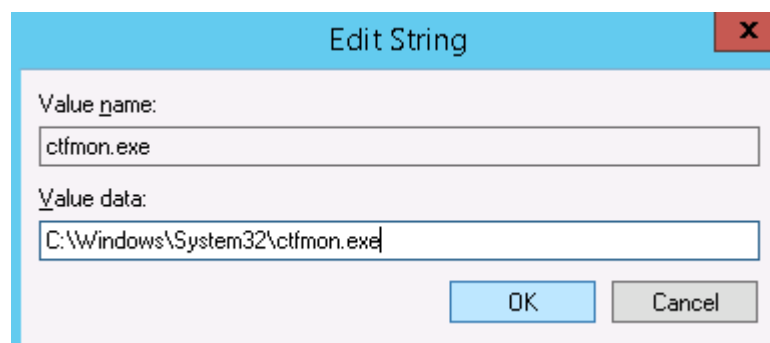
1. Open the **C:\Windows\System32** file.
2. Double-click **ctfmon.exe** and check whether the input method is shown in the lower right corner and whether you can switch the input method.
3. Enable the automatic input method startup upon ECS startup.
 - a. In the **Run** dialog box, enter **regedit** and click **OK** to open the registry editor.
 - b. In the **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run** directory, create a file named **ctfmon.exe** in string type.

Figure 2-26 Registry Editor



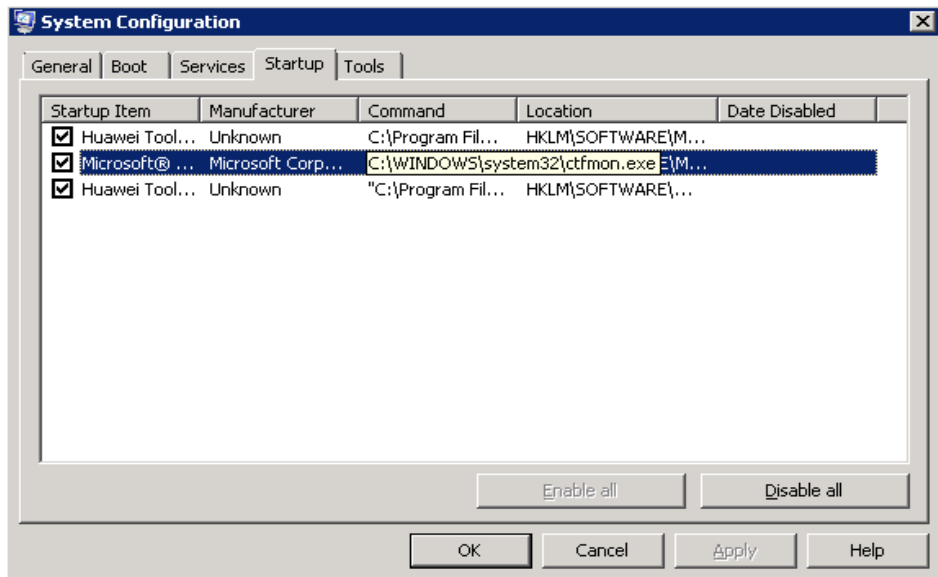
- c. Right-click the file you create and click **Modify**. Change the value data to **C:\Windows\System32\ctfmon.exe** in which **ctfmon.exe** is stored.

Figure 2-27 Editing the value data



- d. In the **Run** dialog box, enter **msconfig** and click **OK** to open the **System Configuration**.
- e. Click the **Start** tab, find and select **ctfmon.exe**, and click **Apply** and **OK**. Save the configurations and log out. Restart the ECS.

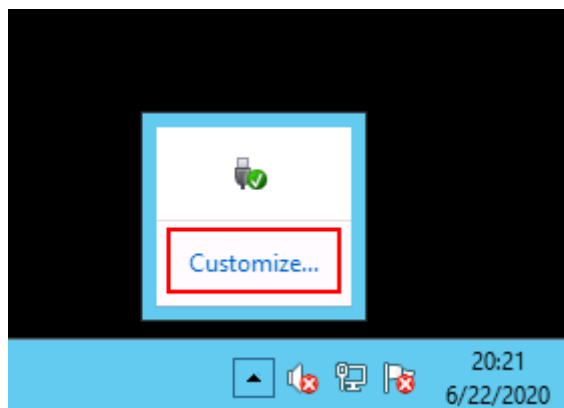
Figure 2-28 Selecting **ctfmon.exe**



Enable the input indication icon.

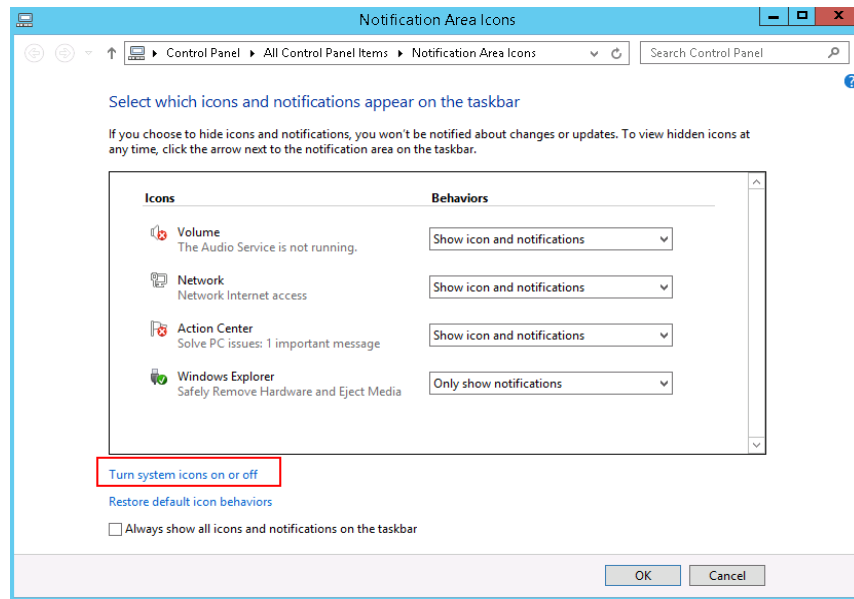
1. Log in to the ECS and click **Customize** in the lower right corner.

Figure 2-29 Clicking **Customize**



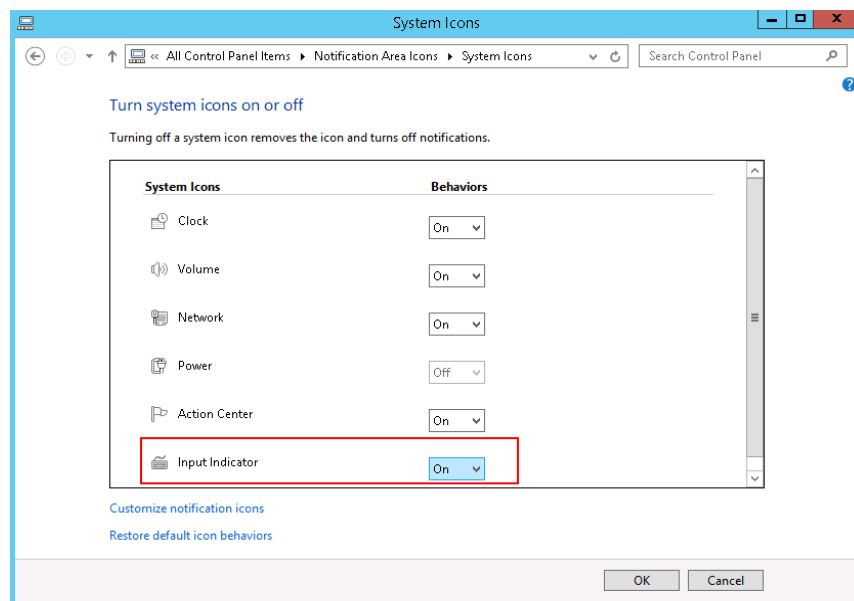
2. In the **Notification Area Icon** window, click **Turn system icons on or off**.

Figure 2-30 Turning system icons on or off



3. Set **Input Indicator** to **On** and click **OK**.

Figure 2-31 Turning input indicator on

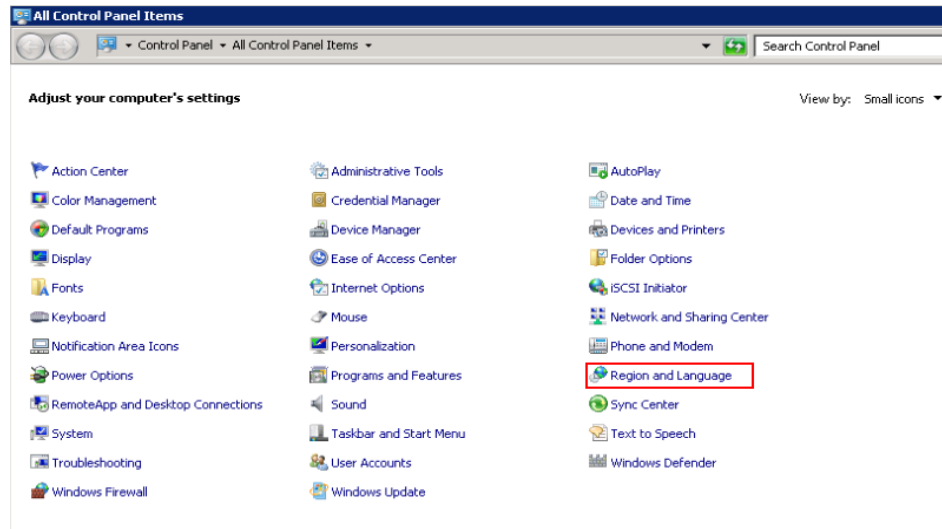


Adding Another Input Language

For example, add Japanese on an ECS running Windows Server 2008.

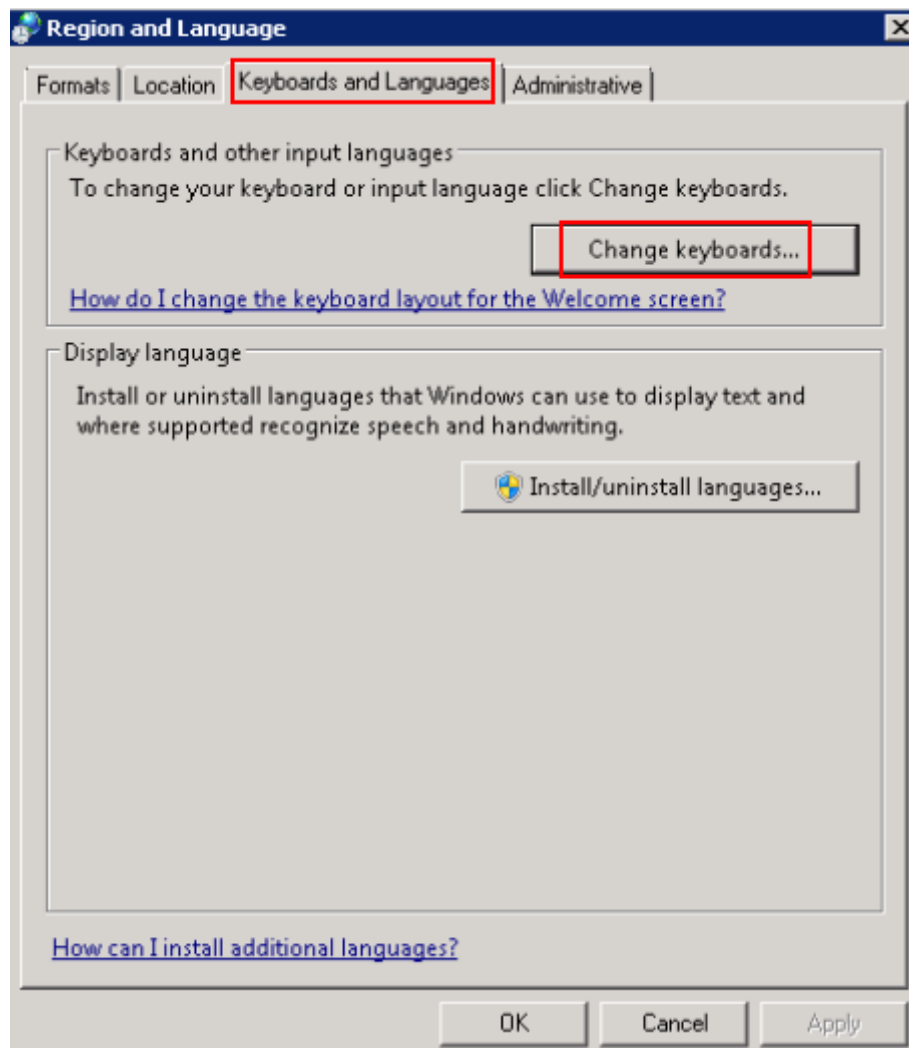
1. Log in to the ECS and open the control panel.
2. Click **Region and Language**.

Figure 2-32 Region and Language



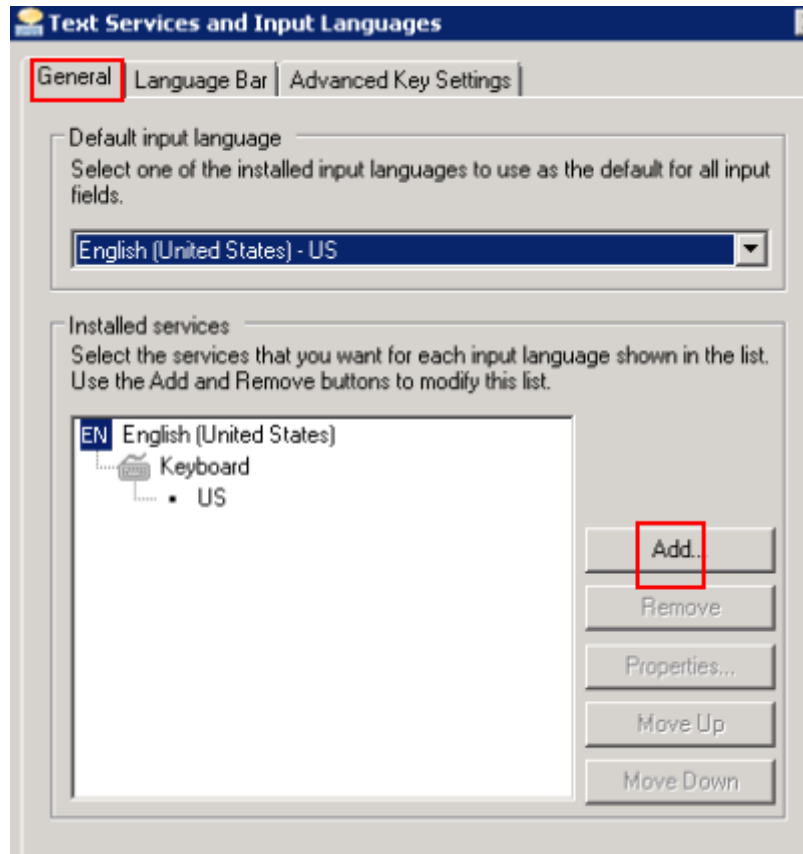
3. On the **Keyboards and Languages** tab, click **Change keyboards**.

Figure 2-33 Keyboards and Languages



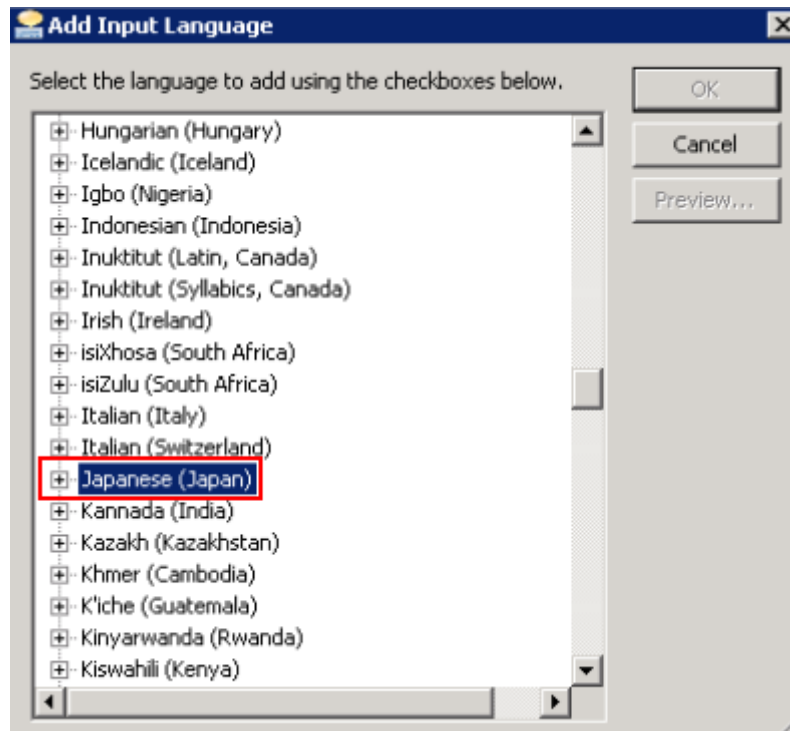
4. Right-click the language bar and click **Settings** to open the **Text Services and Input Languages** dialog box. On the **General** tab, click **Add**.

Figure 2-34 Text Services and Input Languages



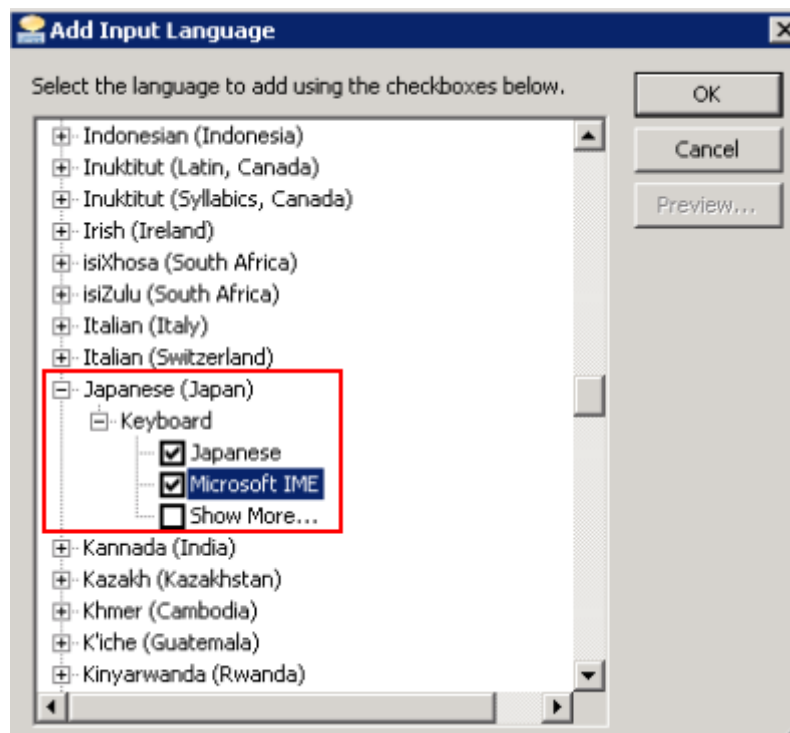
5. In the **Add Input Language** dialog box, find and double-click **Japanese (Japan)** and then **Keyboard**.

Figure 2-35 Adding input language



6. Select **Japanese** and **Microsoft IME**. Click **OK** and then **Apply** to save the configurations.

Figure 2-36 Selecting Japanese



2.8 How Do I Share Files Between Windows ECSs?

Scenarios

This section describes how to share files between Windows ECSs in the same subnet.

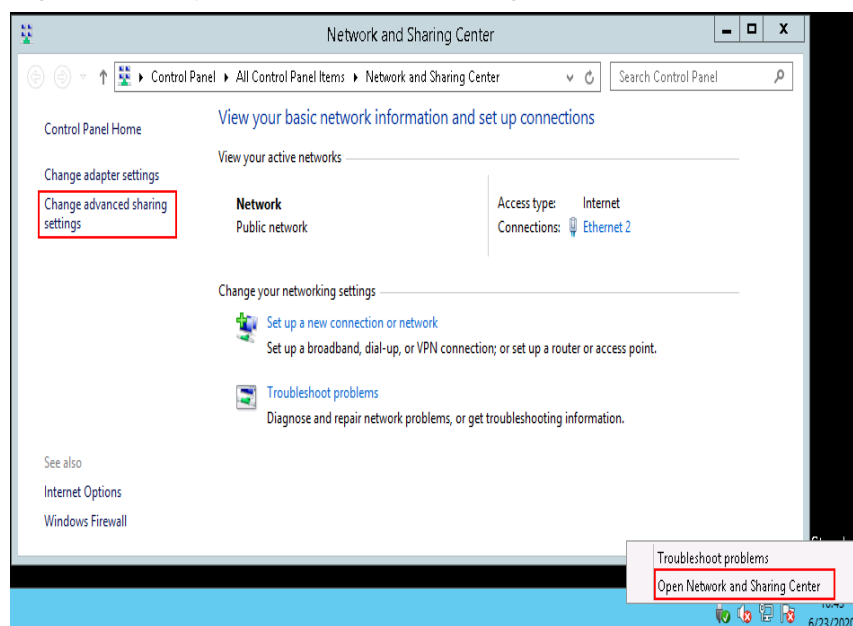
Prerequisites

ECSs that share files are in the same subnet and can communicate with each other.

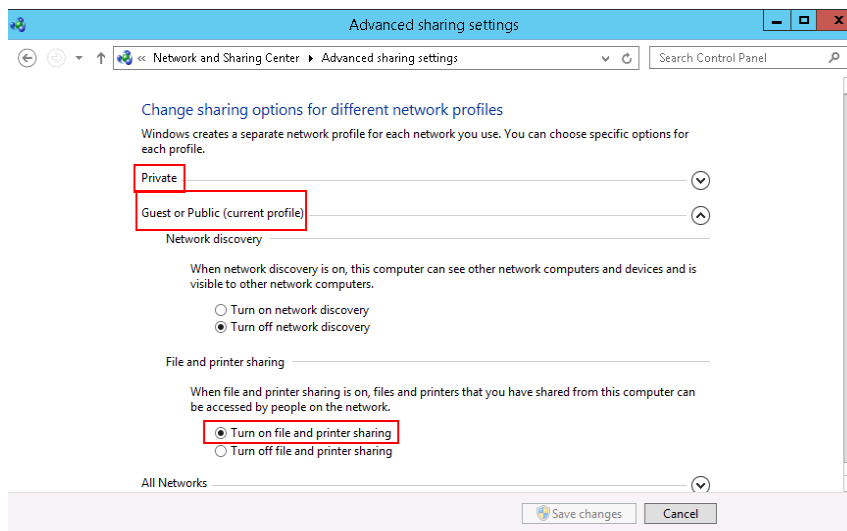
Procedure

1. Log in to the ECS. Right-click the **Network** icon in the lower right corner and choose **Open Network and Sharing Center** from the shortcut menu.

Figure 2-37 Open Network and Sharing Center

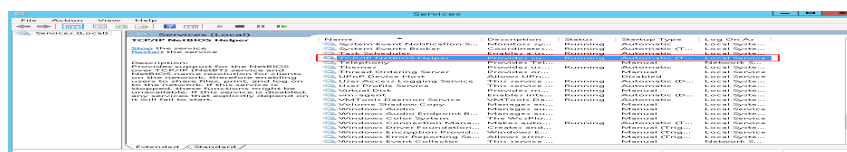


2. Click **Change advanced sharing settings**. On the displayed page, select **Turn on file and printer sharing** for the **Private** and **Guest or Public** areas and click **Save changes**.

Figure 2-38 Turning system icons on or off

3. In the **cmd** window, run the **services.msc** command, find and enable the **TCP/IP NetBIOS Helper** service.

If the service is disabled, right-click it and choose **Properties** from the shortcut menu. Set the **Startup Type** to **Automatic** or **Manual** and then enable the service.

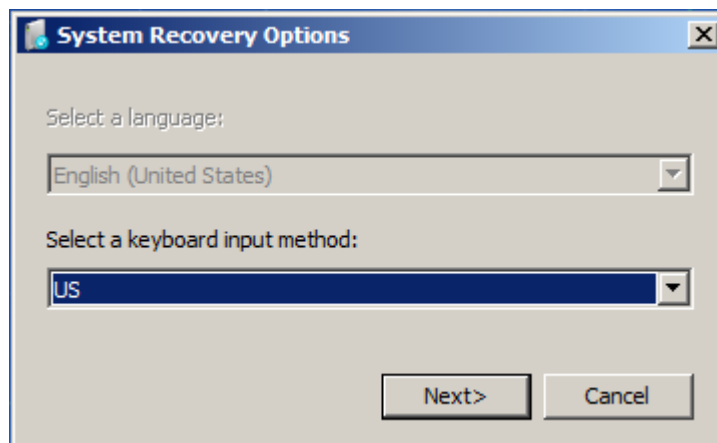
Figure 2-39 Enabling TCP/IP NetBIOS Helper

2.9 How Do I Restore Data in the Event of a Startup Failure on a Windows ECS?

Symptom

If logging in to a Windows ECS failed, the system automatically starts the recovery option. However, an error is reported after the recovery option is selected, and the system recovery cannot continue.

Figure 2-40 Auto-starting system recovery mode



Possible Causes

Windows files have been damaged.

Solution

1. Log in to the management console and choose **Compute > Elastic Cloud Server**.
2. Detach the attached data disk.
Click the name of the target ECS. On the page providing details about the ECS, click the **Disks** tab. Locate the target disk and click **Detach**.
3. Reinstall the OS of the ECS
Locate the row containing the target ECS. Click **More** in the **Operation** column and select **Reinstall OS**.

NOTICE

- Only stopped ECSs support OS reinstallation. If the ECS is not stopped, stop it before reinstalling the OS.
- Reinstalling the OS will clear the system disk. Back up data before proceeding with reinstallation.

4. Attach the data disk to the ECS again and check whether you can log in to the ECS.

2.10 How Do I View Login Logs of a Windows ECS?

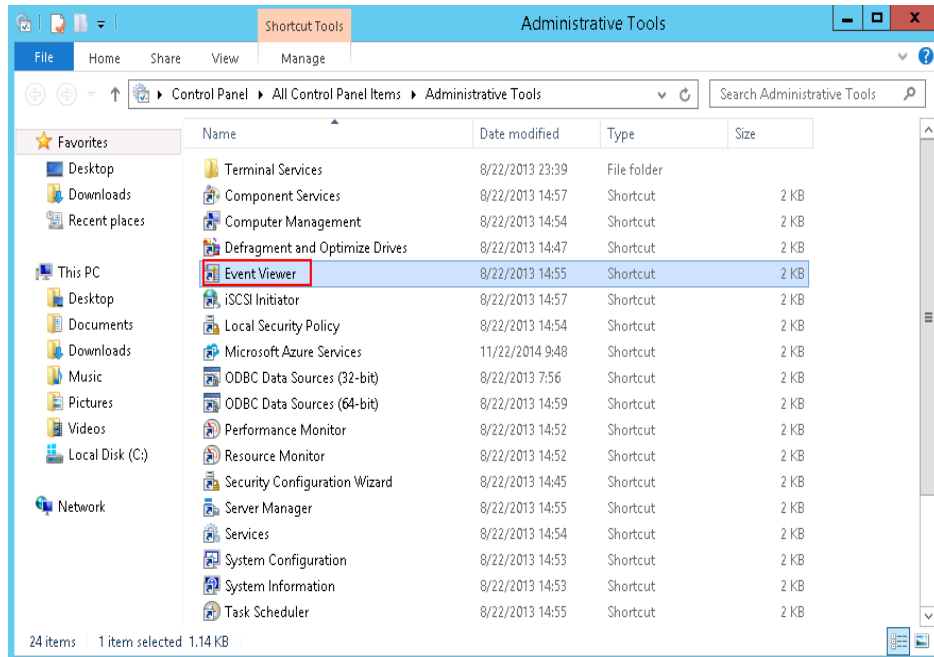
Scenarios

This section describes how to view the login logs of a Windows ECS.

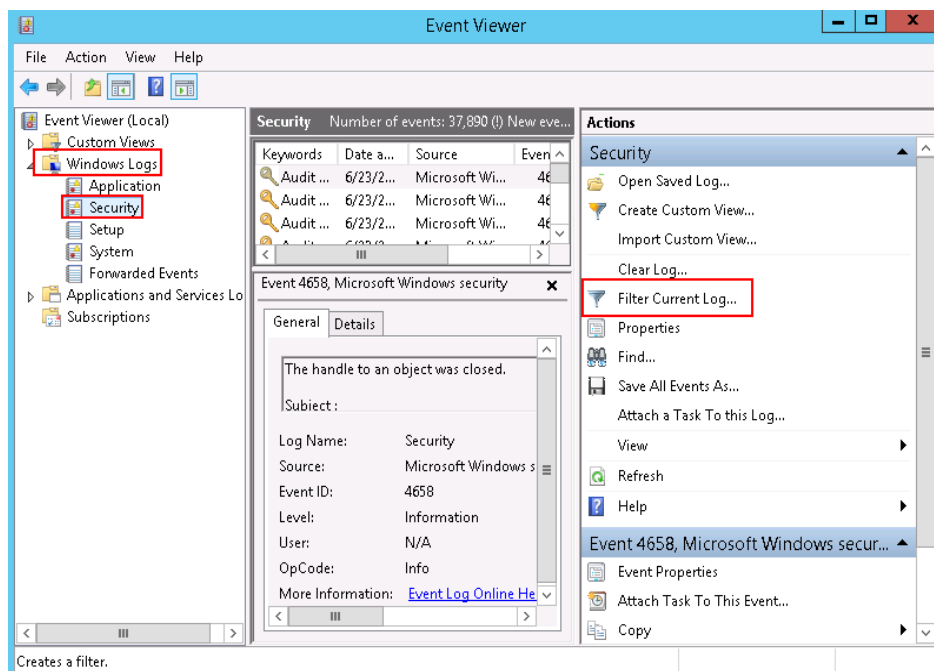
Procedure

The following operations are performed on an ECS running Windows Server 2012.

1. Log in to the Elastic Cloud ServiceECS.
2. Choose **Start > Administrative Tools > Event Viewer**.



3. On the **Event Viewer** window, choose **Windows Logs > Security > Filter Current Logs**.

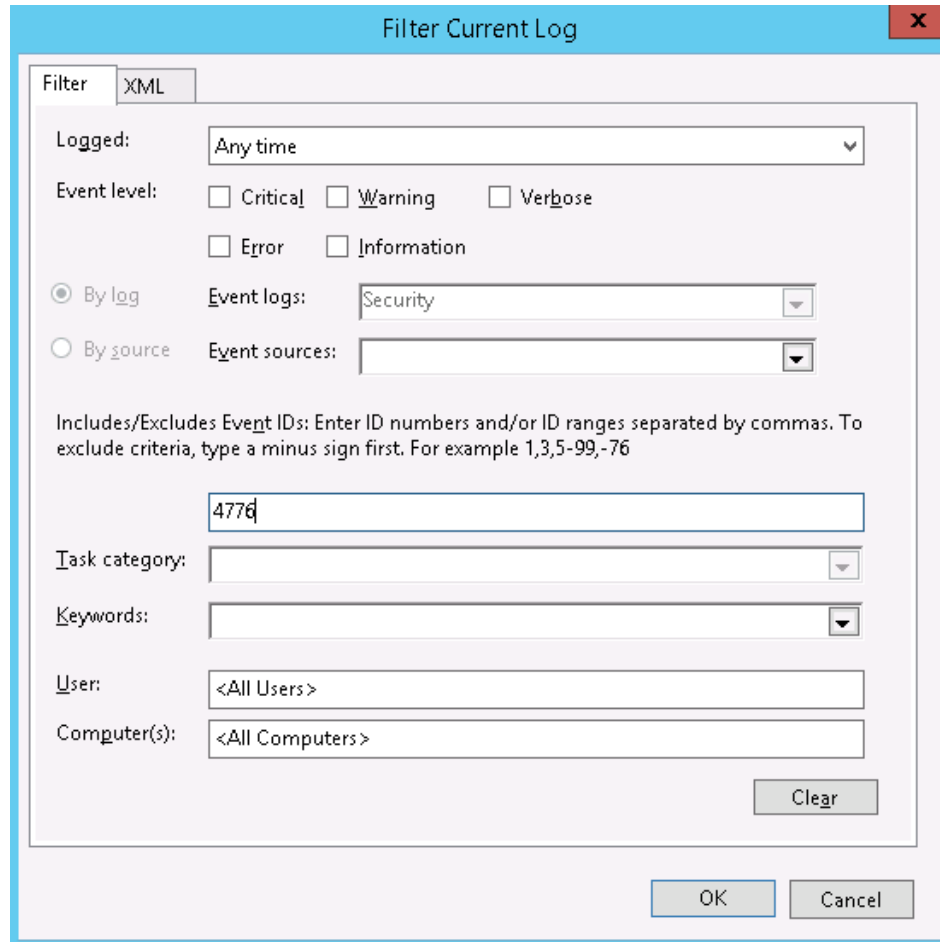


4. Filter events with ID 4776 to obtain remote login logs.

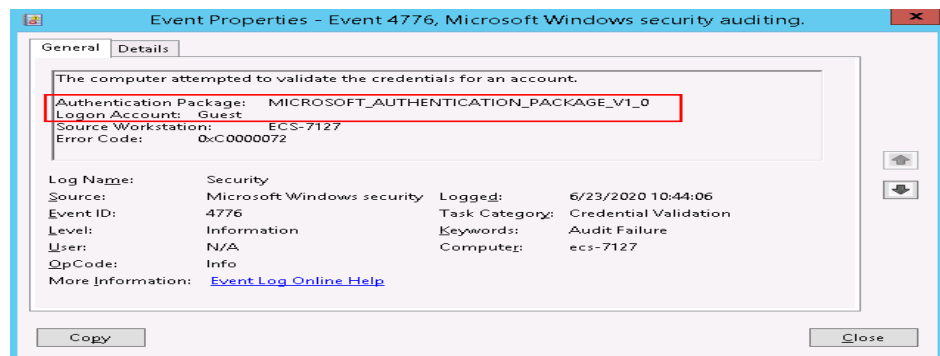
NOTE

You can also view login attempts by filtering events with ID 4624 or 4625.

- 4624: ID of successful login events
- 4625: ID of failed login events



5. Right-click an event and choose **Event Properties** from the shortcut menu. The logon account of the event is displayed.



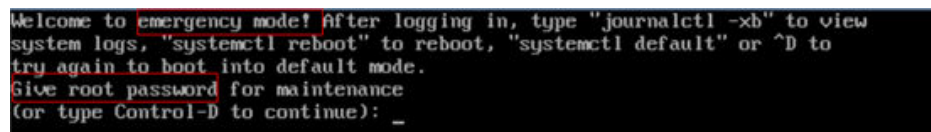
3 Linux ECS Issues

3.1 Why Is My Linux ECS Not Booting and Going Into Emergency Mode?

Symptom

Your Linux ECS enters the emergency mode during startup, and displays the message "Welcome to emergency mode", asking you to enter the password of user **root** for maintenance.

Figure 3-1 Emergency mode



```
Welcome to emergency mode! After logging in, type "journalctl -xb" to view
system logs, "systemctl reboot" to reboot, "systemctl default" or ^D to
try again to boot into default mode.
Give root password for maintenance
(or type Control-D to continue): _
```

Possible Causes

The emergency mode allows you to recover the system even if the system fails to enter the rescue mode. In emergency mode, the system installs only the root file system for data reading. It does not attempt to install any other local file systems or activate network interfaces.

The system enters the emergency mode when:

- An error occurred in the **/etc/fstab** file, leading to the failure in mounting the file system.
- An error occurred in the file system.

Constraints

The operations in this section are applicable to Linux. The operations involve recovering the file system, which may lead to data loss. Therefore, back up data before recovering the file system.

Solution

1. Enter the password of user **root** and press **Enter** to enter the recovery mode.
2. Run the following command to mount the root partition in read-write mode to modify the files in the root directory:
mount -o rw,remount /
3. Run the following command to try to mount all unmounted file systems:
mount -a
 - If the message "mount point does not exist" is displayed, the mount point is unavailable. In such a case, create the mount point.
 - If the message "no such device" is displayed, the file system device is unavailable. In such a case, comment out or delete the mount line.
 - If the message "an incorrect mount option was specified" is displayed, the mount parameters have been incorrectly set. In such a case, correct the parameter setting.
 - If no error occurs and the message "UNEXPECTED INCONSISTENCY;RUN fsck MANUALLY" is displayed, the file system is faulty. In such a case, go to [7](#).
4. Run the following command to open the **/etc/fstab** file and correct the error:
vi /etc/fstab

The **/etc/fstab** file contains the following parameters separated by space:
[file system] [dir] [type] [options] [dump] [fsck]

Table 3-1 /etc/fstab parameters

Parameter	Description
[file system]	<p>Specifies the partition or storage device to be mounted.</p> <p>You are advised to set file system in UUID format. To obtain the UUID of a device file system, run the blkid command.</p> <p>Format for reference:</p> <pre># <device> <dir> <type> <options> <dump> <fsck> UUID=b411dc99-f0a0-4c87-9e05-184977be8539 /home ext4 defaults 0 2</pre> <p>UUIDs are independent from the disk order. If the sequence of storage devices is changed manually or undergoes some random changes by some BIOSs, or the storage devices are removed and installed again, UUIDs are more effective in identifying the storage devices.</p>
[dir]	Specifies the mount point of a file system.

Parameter	Description
[type]	<p>Specifies the type of the file system to which a device or partition is mounted. The following file systems are supported: ext2, ext3, ext4, reiserfs, xfs, jfs, smbfs, iso9660, vfat, ntfs, swap, and auto.</p> <p>If type is set to auto, the mount command will speculate on the type of the file system that is used, which is useful for mobile devices, such as CD-ROM and DVD.</p>
[options]	<p>Specifies the parameters used for mounting. Some parameters are available only for specific file systems. For example, defaults indicates the default mounting parameters of a file system will be used. The default parameters of the ext4 file system are rw, suid, dev, exec, auto, nouser, and async.</p> <p>For more parameters, run the # man mount command to view the man manual.</p>
[dump]	<p>Specifies whether file system data will be backed up.</p> <p>The value can be 0 or 1. 0 indicates that data will not be backed up, and 1 indicates that data will be backed up. If you have not installed dump, set the parameter to 0.</p>
[fsck]	<p>Specifies the sequence of checking file systems.</p> <p>The parameter value can be 0, 1, or 2. 0 indicates that the file systems will not be checked by fsck. 1 indicates the highest priority of the root directory to be checked by fsck, and 2 indicates the lower priority of other systems to be checked.</p>

5. After the modification, run the following command to check the **fstab** file:
mount -a
6. Run the following command to restart the ECS:
reboot
7. Run the following command to check for file system errors:
dmesg |egrep "ext[2..4]|xfs" |grep -i error

 **NOTE**

- If the error message "I/O error... inode" is displayed, the fault is caused by a file system error.
 - If no error is found in the logs, the fault is generally caused by the damaged superblock. The superblock is the header of the file system. It records the status, size, and idle disk blocks of the file system.
 - If the superblock of a file system is damaged, for example, data is written to the superblock of the file system by mistake, the system may fail to identify the file system. As a result, the system enters the emergency mode during startup. The ext2fs file system backs up the superblock and stores the backup at the blockgroup boundary of the driver.
8. Run the following command to unmount the directory where the file system error occurred:

Unmount *Mount point*

9. Recover the damaged file system.

NOTICE

Recovering the file system may lead to data loss. Back up data before the recovery.

- For the ext file system, run the following command to check whether the file system is faulty:

```
# fsck -n /dev/vdb1
```

NOTE

If the message "The super block Cloud no be read or does not describe a correct ext2 filesystem" is displayed, go to step 10.

To recover the file system, run the following command:

```
# fsck /dev/vdb1
```

- For the xfs file system, run the following command to check whether the file system is faulty:

```
# xfs_repair -n /dev/vdb1
```

To recover the file system, run the following command:

```
# xfs_repair /dev/vdb1
```

10. (Optional) If the message "The super block Cloud no be read or does not describe a correct ext2 filesystem" is displayed, the superblock is damaged. In such a case, use the superblock backup for recovery.

Figure 3-2 Damaged superblock

```
[root@ecs ~]# fsck -n /dev/vda2
fsck from util-linux-ng 2.17.2
e2fsck 1.41.12 (17-May-2010)
fsck.ext2: No such file or directory while trying to open /dev/vda2

The superblock could not be read or does not describe a correct ext2
filesystem.  If the device is valid and it really contains an ext2
filesystem (and not swap or ufs or something else), then the superblock
is corrupt, and you might try running e2fsck with an alternate superblock:
   e2fsck -b 8193 <device>
```

Run the following command to replace the damaged superblock with the superblock backup:

```
# e2fsck -b 8193 Device name
```

In the preceding command, *device name* is the disk name but not the partition name.

As shown in [Figure 3-3](#), the damaged superblock has been replaced.

Figure 3-3 Replacing the damaged superblock

```
[root@ecs ~]# e2fsck -b 8193 /dev/xvda
e2fsck 1.41.12 (17-May-2010)
/dev/xvda is in use.
e2fsck: Cannot continue, aborting.
```

NOTE

-b 8193 indicates that the backup of superblock 8193 in the file system is used.

The location of the superblock backup varies depending on the block size of the file system. For a file system with a 1 KB block size, locate the backup at superblock 8193; for a 2 KB block size, locate the backup at superblock 16384; for a 4 KB block size, locate the backup at superblock 32768.

11. Run the following command to restart the ECS:

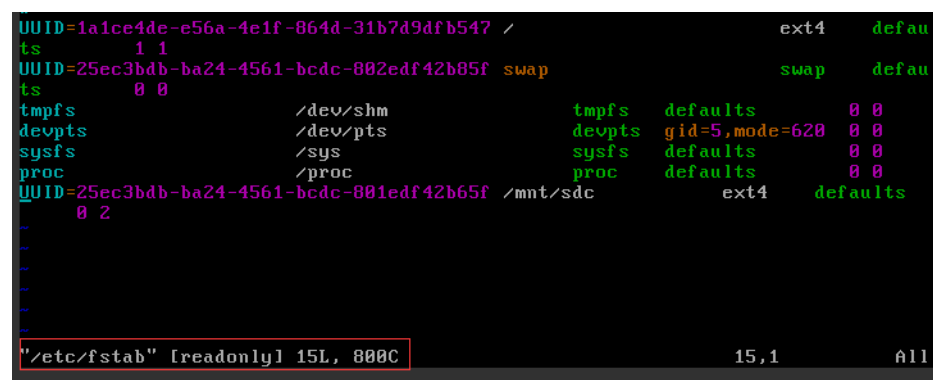
```
# reboot
```

3.2 How Do I Fix a "Read-Only" Error When I Edit the /etc/fstab File?

Symptom

When you try to edit the `/etc/fstab` file, the message "read-only" is displayed.

Figure 3-4 Read-only /etc/fstab



```
UUID=1a1ce4de-e56a-4e1f-864d-31b7d9dfb547 / ext4 default
ts 1 1
UUID=25ec3bdb-ba24-4561-bcdc-802edf42b85f swap swap default
ts 0 0
tmpfs /dev/shm tmpfs defaults 0 0
devpts /dev/pts devpts gid=5,mode=620 0 0
sysfs /sys sysfs defaults 0 0
proc /proc proc defaults 0 0
UUID=25ec3bdb-ba24-4561-bcdc-801edf42b65f /mnt/sdc ext4 defaults
0 2

"/etc/fstab" [readonly] 15L, 800C 15,1 All
```

Solution

In the read-only mode, the file cannot be modified. Run the following command to obtain the read and write permissions on the file:

```
mount -o remount,rw /
```

After the preceding command is executed, edit the file again.

3.3 How Do I Change the Time Zone on ECSs Running CentOS or EulerOS?

Scenarios

This section describes how to change the time zone in ECSs running CentOS or EulerOS.

Constraints

- The operations described in this section have been verified to work on ECSs running CentOS 6.8 or CentOS 7.5.
- Asia/Shanghai (UTC+08:00) is used as an example.

CentOS 6 or RHEL 6

1. Run the following command to permanently change the time zone to Asia/Shanghai (UTC+08:00):
cp -vf /usr/share/zoneinfo/Asia/Shanghai /etc/localtime
2. Log in to the ECS and run the following command to check whether the change has taken effect:
date |awk '{print \$5}'

CentOS 7 or EulerOS

1. Run the following command to view all available time zones:
timedatectl list-timezones
2. Run the following command to change the time zone to Asia/Shanghai (UTC+08:00):
timedatectl set-timezone Asia/Shanghai
3. Run the following command to check the current time and date:
timedatectl status

3.4 How Do I Troubleshoot "nf_conntrack:table full, dropping packet"?

Symptom

A timeout error occurred when you accessed a website. You got a lot of log messages **kernel nf_conntrack: table full, dropping packet** in **/var/log/messages**.

Figure 3-5 System logs

```
Aug 2 17:35:58 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:35:58 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:35:58 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:35:58 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:35:58 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: net_ratelimit: 40 callbacks suppressed
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:06 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
Aug 2 17:36:22 ecs-69dc-0002 kernel: net_ratelimit: 40 callbacks suppressed
Aug 2 17:36:22 ecs-69dc-0002 kernel: nf_conntrack: table full, dropping packet
```

Scenarios

The operations in this section only apply to CentOS with firewalls enabled.

Constraints

The operations in this section involve modifying kernel parameters at runtime, which may render kernel unstable, requiring system reboot.

Possible Causes

The connection-tracking module within iptables stores connections in the conntrack table. **table full, dropping packet** indicates that the table is full and new entries cannot be created for new connections. As a result, packet dropping occurs. This problem can be solved by increasing the number of allowed entries for tracked connections.

Solution for CentOS 6

1. Run the following command to check the value of `nf_conntrack_max`:

```
# sysctl net.netfilter.nf_conntrack_max
```

2. Run the following command to check the number of tracked connections:

```
# cat /proc/sys/net/netfilter/nf_conntrack_count
```

If the value of `nf_conntrack_max` is reached, packet dropping occurs.

3. Set a larger value for `net.netfilter.nf_conntrack_max`. The following uses an ECS with 64 GB of memory as an example and sets `net.netfilter.nf_conntrack_max` to **2097152**.

Run the following command for the configuration to take effect:

```
# sysctl -w net.netfilter.nf_conntrack_max=2097152
```

Run the following command to ensure that the configurations are still valid after the ECS is restarted:

```
# echo "net.netfilter.nf_conntrack_max = 2097152" >> /etc/sysctl.conf
```

NOTE

- Set `.net.netfilter.nf_conntrack_max` based on the memory size of an ECS.
 - Use the following rule to calculate an appropriate value for `nf_conntrack_max`:
CONNTRACK_MAX = RAMSIZE (in bytes)/16384/2
For an ECS running a 64-bit OS with 64 GB of memory, the most appropriate value for `.net.netfilter.nf_conntrack_max` is **2097152**.
 $CONNTRACK_MAX = 64 \times 1024 \times 1024 \times 1024 / 16384 / 2 = 2097152$
4. If the number of entries in the conntrack table increases significantly, for example, by four times the number of tracked entries, increase the size of the hash table for storing conntrack entries.
For CentOS 6 and later versions, calculate a new hash value using rule **hashsize = conntrack_max/4**.
 5. Run the following command to set the size of the hash table to **131072**:

```
# echo "options nf_conntrack expect_hashsize=524288 hashsize=524288" >/etc/modprobe.conf
```

6. Run the following command to restart iptables:
service iptables restart

Solution for CentOS 7

1. Run the following command to change the size of the hash table for conntrack connections in `/etc/modprobe.d/firewalld-sysctls.conf`:
For CentOS 6 and later versions, calculate the new hash value using the following rule: **hashsize = conntrack_max/4**.
**# echo "options nf_conntrack expect_hashsize=131072 hashsize=131072"
>> /etc/modprobe.d/firewalld-sysctls.conf**
2. Run the following command to restart firewalld:
systemctl restart firewalld
3. Run the following command to check whether the proceeding configurations have taken effect:
sysctl -a |grep nf_conntrack_max

For more information, see [Red Hat Customer Portal](#).

3.5 How Do I Change the Default Boot Kernel in Ubuntu?

Scenarios

The operations described in this section only apply to ECSs running Ubuntu 16.04.

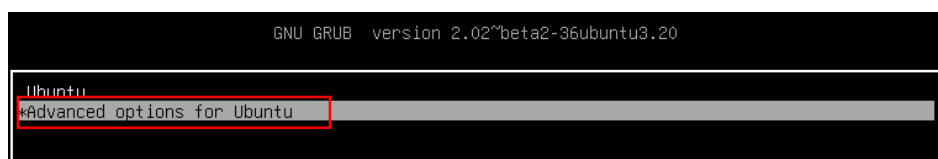
Procedure

1. Assume that the desired default kernel to boot from is the third one. Open the `/etc/default/grub` file and change the value of **GRUB_DEFAULT** to `"1>2"`, as shown in [Figure 3-6](#).

Figure 3-6 Modifying GRUB_DEFAULT

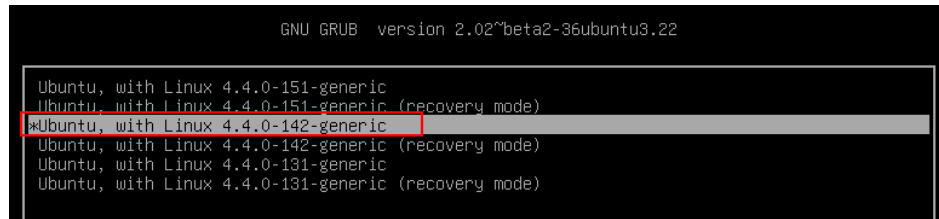
```
GRUB_DEFAULT="1>2"  
GRUB_HIDDEN_TIMEOUT=  
GRUB_HIDDEN_TIMEOUT_QUIET=true  
GRUB_TIMEOUT=10  
GRUB_DISTRIBUTOR=`lsb_release -i -s 2> /dev/null || echo Debian`  
GRUB_CMDLINE_LINUX_DEFAULT=""  
GRUB_CMDLINE_LINUX="net.ifnames=0 nospectre_u2 nopti noibrs noibpb"
```

- 1 in 1>2 indicates the second entry of the main menu.



The screenshot shows the GNU GRUB version 2.02~beta2-36ubuntu3.20 boot menu. The 'Ubuntu' entry is selected, and its submenu 'Advanced options for Ubuntu' is highlighted with a red box.

- 2 in 1>2 indicates the third entry of the submenu.



- There is no space before and after the greater-than sign (>) in `1>2`.
 - Use a set of quotation marks to enclose `1>2`.
2. Run the following command to rebuild a grub configuration file:
update-grub

3.6 How Do I Configure atop and kdump on Linux ECSs for Performance Analysis?

Scenarios

This section describes how you can configure atop and kdump on Linux ECSs for performance analysis.

The method for configuring atop varies with the OS version.

atop

- [Introduction to atop](#)
- [Configuring atop for CentOS 8 or RHEL 8](#)
- [Configuring atop for CentOS 7, RHEL 7, or EulerOS](#)
- [Configuring atop for SUSE 12 or SUSE 15](#)
- [Configuring atop Using Its Source Package for SUSE, Fedora, Debian or Ubuntu](#)

kdump

- [Precautions for Configuring kdump](#)
- [Introduction to kdump](#)
- [Configuring kdump](#)
- [Checking Whether kdump Configurations Have Taken Effect](#)

Introduction to atop

atop is a monitor for Linux that can report the activity of all processes and resource consumption by all processes at regular intervals. It shows system-level activity related to the CPU, memory, disks, and network layers for every process. It also logs system and process activities daily and saves the logs in disks for long-term analysis.

Configuring atop for CentOS 8 or RHEL 8

1. Run the following command to download the atop package:
wget https://www.atoptool.nl/download/atop-2.6.0-1.el8.x86_64.rpm

2. Run the following command to install the package:

```
# rpm -ivh atop-2.6.0-1.el8.x86_64.rpm
```

3. Run the following command to modify the configuration file of atop:

```
# vi /etc/default/atop
```

Modify the following parameters, save the modification, and exit:

- Change the value of **LOGINTERVAL** to, for example, **15**. The default value of **LOGINTERVAL** is **600**, in seconds.
- Change the value of **LOGGENERATIONS** to, for example, **3**. The default retention period of atop logs is **28** days.

```
LOGINTERVAL=15  
LOGGENERATIONS=3
```

4. Run the following command to restart atop:

```
# systemctl restart atop
```

5. Run the following command to check the status of atop. If **active (running)** is displayed in the output, atop is running properly.

```
# systemctl status atop
```

```
atop.service - Atop advanced performance monitor  
Loaded: loaded (/usr/lib/systemd/system/atop.service; enabled; vendor preset: disabled)  
Active: active (running) since Sat 2021-06-19 14:46:10 CST; 8s ago  
Docs: man:atop(1)  
Process: 6391 ExecStartPost=/usr/bin/find ${LOGPATH} -name atop_* -mtime +${LOGGENERATIONS} -  
exec rm -v {} ; (code=exited, status=0/SUCCESS)  
Process: 6388 ExecStartPre=/bin/sh -c test -n "$LOGGENERATIONS" -a "$LOGGENERATIONS" -eq  
"$LOGGENERATIONS" (code=exited, status=0/SUCCESS)  
Process: 6387 ExecStartPre=/bin/sh -c test -n "$LOGINTERVAL" -a "$LOGINTERVAL" -eq  
"$LOGINTERVAL" (code=exited, status=0/SUCCESS)  
Main PID: 6390 (atop)  
Tasks: 1 (limit: 23716)  
Memory: 4.1M  
CGroup: /system.slice/atop.service  
└─6390 /usr/bin/atop -w /var/log/atop/atop_20210619 15  
  
Jun 19 14:46:10 ecs-centos8 systemd[1]: atop.service: Succeeded.  
Jun 19 14:46:10 ecs-centos8 systemd[1]: Stopped Atop advanced performance monitor.  
Jun 19 14:46:10 ecs-centos8 systemd[1]: Starting Atop advanced performance monitor...  
Jun 19 14:46:10 ecs-centos8 systemd[1]: Started Atop advanced performance monitor.
```

Configuring atop for CentOS 7, RHEL 7, or EulerOS

1. Run the following command to download the atop package:

```
# wget https://www.atoptool.nl/download/atop-2.6.0-1.el7.x86_64.rpm
```

Upload the **atop-2.6.0-1.el7.x86_64.rpm** package to the target ECS.

2. Run the following command to install atop:

```
# rpm -ivh atop-2.6.0-1.el7.x86_64.rpm --nodeps
```

3. Run the following command to modify the configuration file of atop:

```
# vi /etc/default/atop
```

Modify the following parameters, save the modification, and exit:

- Change the value of **LOGINTERVAL** to, for example, **15**. The default value of **LOGINTERVAL** is **600**, in seconds.
- Change the value of **LOGGENERATIONS** to, for example, **3**. The default retention period of atop logs is **28** days.


```
LOGINTERVAL=15  
LOGGENERATIONS=3
```

4. Run the following command to start atop:

```
# systemctl start atop
```

5. Run the following command to check the status of atop. If **active (running)** is displayed in the output, atop is running properly.

```
# systemctl status atop
```

atop will sample system performance data based on the specified interval and save the data to the `/var/log/atop/` directory.

```
atop.service - Atop advanced performance monitor  
Loaded: loaded (/usr/lib/systemd/system/atop.service; enabled; vendor preset: disabled)  
Active: active (running) since Sat 2021-06-19 11:49:47 CST; 2h 27min ago  
Docs: man:atop(1)  
Process: 8231 ExecStartPost=/usr/bin/find ${LOGPATH} -name atop_* -mtime +${LOGGENERATIONS} -  
exec rm -v {} ; (code=exited, status=0/SUCCESS)  
Process: 8225 ExecStartPre=/bin/sh -c test -n "$LOGGENERATIONS" -a "$LOGGENERATIONS" -eq  
"$LOGGENERATIONS" (code=exited, status=0/SUCCESS)  
Process: 8223 ExecStartPre=/bin/sh -c test -n "$LOGINTERVAL" -a "$LOGINTERVAL" -eq  
"$LOGINTERVAL" (code=exited, status=0/SUCCESS)  
Main PID: 8229 (atop)  
CGroup: /system.slice/atop.service  
└─8229 /usr/bin/atop -w /var/log/atop/atop_20210619 15  
  
Jun 19 11:49:47 ecs-centos7 systemd[1]: Stopped Atop advanced performance monitor.  
Jun 19 11:49:47 ecs-centos7 systemd[1]: Starting Atop advanced performance monitor...  
Jun 19 11:49:47 ecs-centos7 systemd[1]: Started Atop advanced performance monitor.
```

Configuring atop for SUSE 12 or SUSE 15

1. Run the following command to download the atop source package:

```
# wget https://www.atoptool.nl/download/atop-2.6.0-1.src.rpm
```

2. Run the following command to install the package:

```
# rpm -ivh atop-2.6.0-1.src.rpm
```

3. Run the following command to install atop dependencies.

```
# zypper -n install rpm-build ncurses-devel zlib-devel
```

4. Run the following command to compile atop:

```
# cd /usr/src/packages/SPECS
```

```
# rpmbuild -bb atop-2.6.0.spec
```

5. Run the following command to install atop:

```
# cd /usr/src/packages/RPMS/x86_64
```

```
# rpm -ivh atop-2.6.0-1.x86_64.rpm
```

6. Run the following command to modify the configuration file of atop:

```
# vi /etc/default/atop
```

Modify the following parameters, save the modification, and exit:

- Change the value of **LOGINTERVAL** to, for example, **15**. The default value of **LOGINTERVAL** is **600**, in seconds.
- Change the value of **LOGGENERATIONS** to, for example, **3**. The default retention period of atop logs is **28** days.

```
LOGINTERVAL=15  
LOGGENERATIONS=3
```

7. Run the following command to restart atop:

```
# systemctl restart atop
```

8. Run the following command to check the status of atop. If **active (running)** is displayed in the output, atop is running properly.

```
# systemctl status atop
```

```
atop.service - Atop advanced performance monitor
Loaded: loaded (/usr/lib/systemd/system/atop.service; enabled; vendor preset: disabled)
Active: active (running) since Sat 2021-06-19 16:50:01 CST; 6s ago
Docs: man:atop(1)
Process: 2242 ExecStartPost=/usr/bin/find ${LOGPATH} -name atop_* -mtime +${LOGGENERATIONS} -
exec rm -v {} ; (code=exited, status=0/SUCCESS)
Process: 2240 ExecStartPre=/bin/sh -c test -n "$LOGGENERATIONS" -a "$LOGGENERATIONS" -eq
"$LOGGENERATIONS" (code=exited, status=0/SUCCESS)
Process: 2239 ExecStartPre=/bin/sh -c test -n "$LOGINTERVAL" -a "$LOGINTERVAL" -eq
"$LOGINTERVAL" (code=exited, status=0/SUCCESS)
Main PID: 2241 (atop)
Tasks: 1 (limit: 4915)
CGroup: /system.slice/atop.service
└─2241 /usr/bin/atop -w /var/log/atop/atop_20210619 15

Jun 19 16:50:01 ecs-suse15 systemd[1]: Starting Atop advanced performance monitor...
Jun 19 16:50:01 ecs-suse15 systemd[1]: Started Atop advanced performance monitor.
```

Configuring atop Using Its Source Package for SUSE, Fedora, Debian or Ubuntu

1. Download the atop source package.

```
# wget https://www.atoptool.nl/download/atop-2.6.0.tar.gz
```

2. Decompress the source package.

```
# tar -zxvf atop-2.6.0.tar.gz
```

3. Query the systemctl version.

```
# systemctl --version
```

If the version is 220 or later, go to the next step.

Otherwise, delete parameter **--now** from the Makefile of atop.

```
# vi atop-2.6.0/Makefile
```

Delete parameter **--now** following the systemctl command.

```
then /bin/systemctl disable atop 2> /dev/null; \
/bin/systemctl disable atopacct 2> /dev/null; \
/bin/systemctl daemon-reload; \
/bin/systemctl enable atopacct; \
/bin/systemctl enable atop; \
/bin/systemctl enable atop-rotate.timer; \
```

4. Install atop dependencies.

- SUSE 12 or SUSE 15

```
# zypper -n install make gcc zlib-devel ncurses-devel
```

- Fedora

```
# yum install make gcc zlib-devel ncurses-devel -y
```

- Debian 9, Debian 10, or Ubuntu

```
# apt install make gcc zlib1g-dev libncurses5-dev libncursesw5-dev -y
```

5. Compile and install atop.

```
# cd atop-2.6.0
```

make systemdinstall

6. Modify the configuration file of atop.

vi /etc/default/atop

Make the following modifications, save the file, and exit.

- Change the value of **LOGINTERVAL** to, for example, **15**. The default value of **LOGINTERVAL** is **600**, in seconds.
- Change the value of **LOGGENERATIONS** to, for example, **3**. The default retention period of atop logs is **28** days.

```
LOGOPTS=""  
LOGINTERVAL=15  
LOGGENERATIONS=3  
LOGPATH=/var/log/atop
```

7. Restart atop.

systemctl restart atop

8. Run the following command to check the status of atop. If **active (running)** is displayed in the output, atop is running properly.

systemctl status atop

```
atop.service - Atop advanced performance monitor  
Loaded: loaded (/lib/systemd/system/atop.service; enabled)  
Active: active (running) since Sun 2021-07-25 19:29:40 CST; 4s ago  
Docs: man:atop(1)  
Process: 5192 ExecStartPost=/usr/bin/find ${LOGPATH} -name atop_* -mtime +${  
{LOGGENERATIONS} -exec rm -v {} ; (code=exited, status=0/SUCCESS)  
Process: 5189 ExecStartPre=/bin/sh -c test -n "$LOGGENERATIONS" -a "$LOGGENERATIONS" -eq  
"$LOGGENERATIONS" (code=exited, status=0/SUCCESS)  
Process: 5188 ExecStartPre=/bin/sh -c test -n "$LOGINTERVAL" -a "$LOGINTERVAL" -eq  
"$LOGINTERVAL" (code=exited, status=0/SUCCESS)  
Main PID: 5191 (atop)  
CGroup: /system.slice/atop.service  
└─5191 /usr/bin/atop -w /var/log/atop/atop_20210725 15  
  
Jul 25 19:29:40 atop systemd[1]: Starting Atop advanced performance monitor...  
Jul 25 19:29:40 atop systemd[1]: Started Atop advanced performance monitor.
```

Precautions for Configuring kdump

The method for configuring kdump described in this section applies to KVM ECSs running EulerOS or CentOS 7.x. For details, see [Documentation for kdump](#).

Introduction to kdump

kdump is a feature of the Linux kernel that creates crash dumps in the event of a kernel crash. In the event of a kernel crash, kdump boots another Linux kernel and uses it to export an image of RAM, which is known as vmcore and can be used to debug and determine the cause of the crash.

Configuring kdump

1. Run the following command to check whether kexec-tools is installed:

```
# rpm -q kexec-tools
```

If it is not installed, run the following command to install it:

```
# yum install -y kexec-tools
```

2. Run the following command to enable kdump to run at system startup:

systemctl enable kdump

3. Configure the parameters for the crash kernel to reserve the memory for the capture kernel.

Check whether the parameters are configured.

grep crashkernel /proc/cmdline

If the command output is displayed, this parameter has been configured.

Edit the **/etc/default/grub** file to configure the following parameters:

```
GRUB_TIMEOUT=5
GRUB_DEFAULT=saved
GRUB_DISABLE_SUBMENU=true
GRUB_TERMINAL_OUTPUT="console"
GRUB_CMDLINE_LINUX="crashkernel=auto rd.lvm.lv=rhel00/root rd.lvm.lv=rhel00/swap
rhgb quiet"
GRUB_DISABLE_RECOVERY="true"
```

Locate parameter **GRUB_CMDLINE_LINUX** and add **crashkernel=auto** after it.

4. Run the following command for the configuration to take effect:

grub2-mkconfig -o /boot/grub2/grub.cfg

5. Open the **/etc/kdump.conf** file, locate parameter **path**, and add **/var/crash** after it.

```
path /var/crash
```

By default, the file is saved in the **/var/crash** directory.

You can save the file to another directory, for example, **/home/kdump**. Then add **/home/kdump** after parameter **path**:

```
path /home/kdump
```

NOTE

There must be enough space in the specified path for storing the vmcore file. It is recommended that the available space be greater than or equal to the RAM size. You can also store the vmcore file on a shared device such as SAN or NFS.

6. Set the vmcore dump level.

Add the following content to file **/etc/kdump.conf**. If the content already exists, skip this step.

```
core_collector makedumpfile -d 31 -c
```

where

-c indicates compressing the vmcore file.

-d indicates leaving out irrelevant data. Generally, the value following **-d** is **31**, which is calculated based on the following values. You can adjust the value if needed.

```
zero pages = 1
cache pages = 2
cache private = 4
user pages = 8
free pages = 16
```

7. Run the following command to restart the system for the configurations to take effect:

reboot

Checking Whether kdump Configurations Have Taken Effect

1. Run the following command and check whether **crashkernel=auto** is displayed:

```
# cat /proc/cmdline |grep crashkernel
```

```
BOOT_IMAGE=/boot/vmlinuz-3.10.0-514.44.5.10.h142.x86_64 root=UUID=6407d6ac-c761-43cc-a9dd-1383de3fc995 ro crash_kexec_post_notifiers softlockup_panic=1 panic=3 reserve_kbox_mem=16M nmi_watchdog=1 rd.shell=0 fsck.mode=auto fsck.repair=yes net.ifnames=0 spectre_v2=off nopti noibrs noibpb crashkernel=auto LANG=en_US.UTF-8
```
2. Run the following command and check whether the configuration in the output is correct:

```
# grep core_collector /etc/kdump.conf |grep -v ^"#"
```

```
core_collector makedumpfile -l --message-level 1 -d 31
```
3. Run the following command and check whether the path configuration in the output is correct:

```
# grep path /etc/kdump.conf |grep -v ^"#"
```

```
path /var/crash
```
4. Run the following command and check whether the value of **Active** in the output is **active (exited)**:

```
# systemctl status kdump
```

```
● kdump.service - Crash recovery kernel arming  
Loaded: loaded (/usr/lib/systemd/system/kdump.service; enabled; vendor preset: enabled)  
Active: active (exited) since Tue 2019-04-09 19:30:24 CST; 8min ago  
Process: 495 ExecStart=/usr/bin/kdumpctl start (code=exited, status=0/SUCCESS)  
Main PID: 495 (code=exited, status=0/SUCCESS)  
CGroup: /system.slice/system-hostos.slice/kdump.service
```
5. Run the following test command:

```
# echo c > /proc/sysrq-trigger
```

After the command is executed, kdump will be triggered, the system will be restarted, and the generated vmcore file will be saved to the path specified by **path**.
6. Run the following command to check whether the vmcore file has been generated in the specified path, for example, **/var/crash/**:

```
# ll /var/crash/
```

3.7 Why Is the OS Version of My ECS Not the One in the Image I Selected During ECS Creation?

Symptom

You run the following command on your ECS to query its OS version:

```
/etc/redhat-release
```

Assume that the command output shows that the current version is CentOS 7.6. However, the version of the OS in the image that you used to create the ECS is CentOS 7.2 or another version earlier than CentOS 7.6.

NOTE

The operations described in this section only apply to ECSs running CentOS or EulerOS.

Possible Causes

1. System patches have been installed. Run the following command to view the operation records in yum:

yum history

Information similar to the following is displayed:

```
Loaded plugins: fastestmirror
ID | Login user | Date and time | Action(s) | Altered
-----|-----|-----|-----|-----
 8 | root <root> | 2019-08-23 10:00 | I, U | 40 EE
 7 | root <root> | 2019-06-24 10:12 | I, U | 55
 6 | root <root> | 2019-02-22 11:10 | I, O, U | 280 EE
 5 | root <root> | 2019-02-22 11:09 | I, U | 6
 4 | root <root> | 2019-02-22 11:08 | Install | 1
 3 | root <root> | 2019-02-22 11:08 | Install | 1
 2 | root <root> | 2019-02-22 11:08 | Install | 1
 1 | System <unset> | 2019-02-22 10:49 | Install | 352
history list
```

The action performed on August 23 contains operations I (Install) and U (Update) with operation ID 8.

2. Run the following command to view details about the operations:

yum history info 8

Information similar to the following is displayed:

```
Loaded plugins: fastestmirror
Transaction ID : 8
Begin time    : Fri Aug 23 10:00:13 2019
Begin rpmdb   : 384:1c8e3df918de17e245b0dd7195f06f89656c5f27
End time     : 10:02:22 2019 (129 seconds)
End rpmdb    : 386:9a3172e7946f31d43c1268b6e1f2428125b3dfc5
User        : root <root>
Return-Code  : Success
Command Line : update -y
```

The preceding command output indicates that user **root** has performed a yum update operation successfully. This upgrades the OS to the latest version.

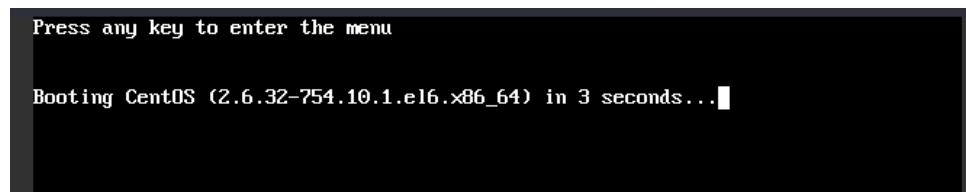
3.8 How Do I Enable My ECS to Boot From the Second Kernel If It Fails to Boot from the First Kernel?

Scenarios

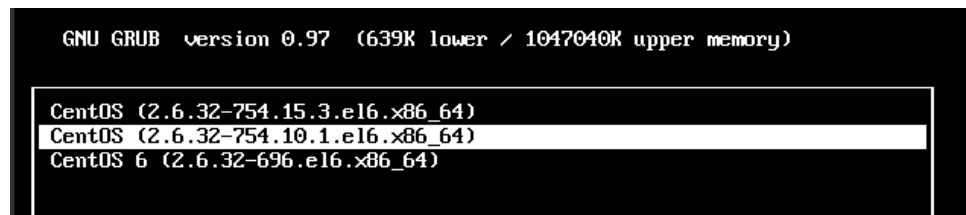
The operations described in this section apply to ECSs running CentOS or EulerOS with at least two kernels installed.

CentOS 6

1. Log in to the management console, restart the ECS, and click **Remote Login**.
2. When the **Booting CentOS** screen is displayed, press any key to access the kernel selection screen.

Figure 3-7 Booting CentOS

3. On the kernel selection screen, press the down arrow key to move the cursor to the second row, and press **Enter** to boot the system from the second kernel.



4. After the system is booted, run the following command to set the second kernel as the default boot kernel:

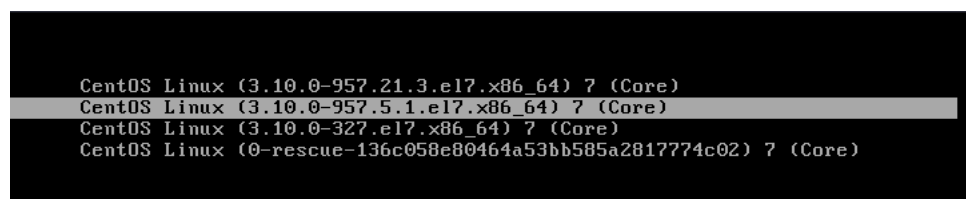
```
# sed 's/default=0/default=1/' /boot/grub/grub.conf -i
```

NOTE

The default value of parameter **default** is **0**. In the kernel menu created by the **/boot/grub/grub.conf** file, entries count from 0. It means that 0 is for the first entry, 1 is for the second, and 2 for the third.

CentOS 7 or EulerOS

1. Log in to the management console, restart the ECS, and click **Remote Login**.
2. On the kernel selection screen, press the down arrow key to move the cursor to the second row, and press **Enter** to boot the system from the second kernel.



3. After the system is booted, run the following command to set the second kernel as the default boot kernel:

```
# grub2-set-default 1
```

3.9 How Can I Make /etc/rc.local Run at Startup in CentOS 7?

Symptom

The **/etc/rc.local** startup script does not run at startup of ECSs running CentOS 7 or EulerOS.

This section uses CentOS 7 as an example.

Possible Causes

The possible causes are as follows:

- The `/etc/rc.d/rc.local` file is not executable in CentOS 7. For detailed measures, see [Solution 1](#).

NOTE

`/etc/rc.local` is a symbolic link to `/etc/rc.d/rc.local`.

```
root@uwx-cent7-test ~]# ll /etc/rc.d/rc.local
-rw-r--r-- 1 root root 489 Mar 14 11:28 /etc/rc.d/rc.local
root@uwx-cent7-test ~]# ll /etc/rc.local
lrwxrwxrwx. 1 root root 13 Nov  7 14:30 /etc/rc.local -> rc.d/rc.local
```

- The route command in `/etc/rc.local` becomes invalid after CentOS 7 restart. This is because the network service is not started when the kernel reads `/etc/rc.local` to add a route during CentOS 7 startup. For detailed measures, see [Solution 2](#).

Solution 1

The solution for non-executable `/etc/rc.d/rc.local` is as follows:

NOTE

In CentOS 7, the `/etc/rc.d/rc.local` file is not executable by default.

1. Run the following command to check whether file `/etc/rc.d/rc.local` is executable:

```
# ls -l /etc/rc.d/rc.local
```

```
-rw-r--r-- 1 root root 473 Sep 14 02:19 /etc/rc.d/rc.local
```

As shown in the command output, the file is not executable.

2. Run the following command to make `/etc/rc.d/rc.local` executable:

```
# chmod +x /etc/rc.d/rc.local
```

Solution 2

The solutions for invalid route command in the `/etc/rc.local` after CentOS 7 reboot are as follows:

Method 1: Write the route into a static route configuration file. The route will not be lost even if the NIC is restarted.

1. Go to the `/etc/sysconfig/network-scripts/` directory and check whether file `route-<interface>` exists, where `<interface>` is the name of the interface related to the route.

If it is, add the following content to the file.

If it is not, create one and add the following content to the file:

```
<network/prefix> via <gateway>
```

where `<network/prefix>` is a remote network with prefix, and `<gateway>` is the next-hop IP address.

For example, add a route to point to 10.20.30.0/24 from 192.168.100.10 to enable eth0 at system startup.

```
# cat /etc/sysconfig/network-scripts/route-eth0
```

```
10.20.30.0/24 via 192.168.100.10
```

2. Run the following command for the modifications to take effect:

```
# ifup eth0
```

Method 2: The `/etc/rc.d/rc.local` file is controlled by the `rc-local` service. You can configure the `rc-local` service to start after `network-online.target` is started.

1. Run the following command to view `rc-local` configuration file located in `/usr/lib/systemd/system/rc-local.service`:

```
# cat /usr/lib/systemd/system/rc-local.service |grep -v "^#"
```

Check whether parameters `Requires` and `After` exist in the `[Unit]` area.

If they are, change their values to `network-online.target`.

If they are not, add these two parameters and set their values to `network-online.target`.

```
[Unit]
Description=/etc/rc.d/rc.local Compatibility
ConditionFileIsExecutable=/etc/rc.d/rc.local
Requires=network-online.target
After=network-online.target

[Service]
Type=forking
ExecStart=/etc/rc.d/rc.local start
TimeoutSec=0
RemainAfterExit=yes
```

NOTE

`network-online.target` is a target that actively waits until the network is up, where the definition of up is defined by the network management software. Usually it indicates a configured, routable IP address of some kind. Its primary purpose is to actively delay activation of services until the network is set up.

2. Run the following command to check whether file `/etc/rc.d/rc.local` is executable:

```
# ls -l /etc/rc.d/rc.local
```

If the output indicates that the file is not executable, make it executable by following the instructions provided in [Solution 1](#).

3. Run the following command to notify `systemd` to reload the configuration file:

```
# systemctl daemon-reload
```

4. Run the following command to restart `rc-local.service` to execute the `/etc/rc.d/rc.local` file:

```
# systemctl restart rc-local.service
```

3.10 What OSs Are Supported If I Want to Install Docker on a Linux ECS?

If you want to install Docker on your Linux ECS, ensure that the OS of your ECS is supported by Docker.

Table 3-2 lists the OSs supported by Docker.

Table 3-2 OSs supported by Docker

OS	Version	Location
CentOS	CentOS 7	https://docs.docker.com/install/linux/docker-ce/centos/
Debian	<ul style="list-style-type: none">• Buster 10• Stretch 9 (stable) / Raspbian Stretch	https://docs.docker.com/install/linux/docker-ce/debian/
Fedora	<ul style="list-style-type: none">• Fedora28• Fedora29	https://docs.docker.com/install/linux/docker-ce/fedora/
Ubuntu	<ul style="list-style-type: none">• Disco 19.04• Cosmic 18.10• Bionic 18.04 (LTS)• Xenial 16.04 (LTS)	https://docs.docker.com/install/linux/docker-ce/ubuntu/

3.11 Why Do the Modifications to `/etc/security/limits.conf` Not Take Effect After the ECS Restarts?

Symptom

Modifications to the `/etc/security/limits.conf` file become invalid after the ECS restarts.

Possible Causes

In Linux, file `/etc/security/limits.conf` and directory `/etc/security/limits.d/` are used to limit the amount of various system resources available to a process. The configuration files in the `/etc/security/limits.d/` directory take priority over the settings in the `/etc/security/limits.conf` file.

If the modifications to file `/etc/security/limits.conf` become invalid after the ECS restarts, the modifications may be overwritten by the corresponding configurations in files located in directory `etc/security/limits.d/`.

Solution

Modify the files located in directory `etc/security/limits.d/` or modify file `/etc/security/limits.conf`.

NOTE

If the modifications to file `/etc/security/limits.conf` do not take effect, check the corresponding configurations in files located in the `etc/security/limits.d/` directory.

3.12 How Do I Set vCPU Affinity for Processes Using taskset?

Scenarios

Command **taskset** allows you to set vCPU affinity for processes running on an ECS to optimize vCPU utilization.

Procedure

1. Run the following command to query the information about the vCPUs of the ECS:

```
cat /proc/cpuinfo
```

The key vCPU parameters are as follows:

- **processor** specifies the sequence number of a vCPU.
- **cpu cores** specifies the number of cores of each vCPU.

2. Run the following command to check the status of a process, for example, **test.sh** with PID 23989:

```
ps aux | grep test.sh
```

```
[root@ecs-linux-bj1 ~]# ps aux|grep test.sh
root      23989  0.0  0.2 113188  3016 pts/1    S   16:25   0:00 /bin/bash ./test.sh
```

3. Run the following command to query the vCPU that process **test.sh** is running on:

```
taskset -p PID
```

For example, run **taskset -p 23989**.

```
[root@ecs-linux-bj1 ~]# taskset -p 23989
pid 23989's current affinity mask: 1
```

The returned value is 1 in decimal notation, which is 1 in binary notation.

4. Run the following command to assign the second vCPU (vCPU 1) to the process:

```
taskset -pc 1 PID
```

For example, run **taskset -pc 1 23989**.

NOTE

The vCPU ID starts from 0. vCPU 1 indicates the second vCPU. After the preceding command is executed, **test.sh** is bound to vCPU 1.

You can also run the following command to bind the process to vCPU 1 at startup:

```
taskset -c 1 ./test.sh&
```

3.13 What Should I Do If Error "command 'gcc' failed with exit status 1" Occurs During PIP-based Software Installation

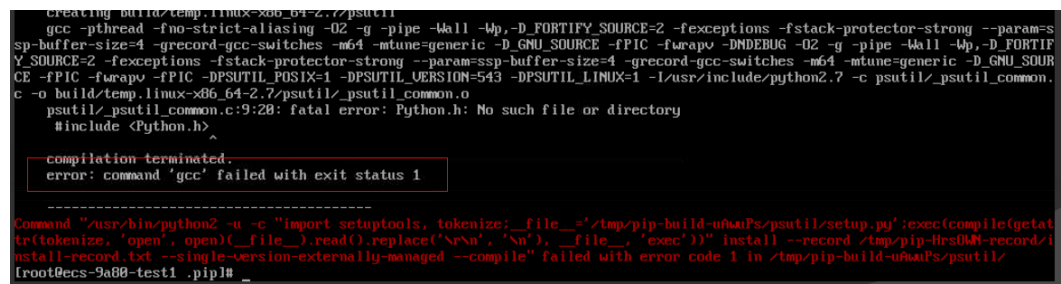
Symptom

When installing the Python library software, you need to configure the PIP source. An example is provided as follows:

```
[root@test home]# cat /root/.pip/pip.conf
[global]
index-url = https://pypi.mirrors.ustc.edu.cn/simple/
trusted-host = pypi.mirrors.ustc.edu.cn
```

During the installation, the system displays the message "command 'gcc' failed with exit status 1". However, GCC has been installed by running the yum command before the Python library software is installed using the PIP.

Figure 3-8 Installation error



```
creating build/temp.linux-x86_64-2.7/psutil
gcc -pthread -fno-strict-aliasing -O2 -g -pipe -Wall -Wp,-D_FORTIFY_SOURCE=2 -fexceptions -fstack-protector-strong --param=ssp-buffer-size=4 -grecord-gcc-switches -m64 -mtune=generic -D_GNU_SOURCE -fPIC -fwrapv -DNDEBUG -O2 -g -pipe -Wall -Wp,-D_FORTIFY_SOURCE=2 -fexceptions -fstack-protector-strong --param=ssp-buffer-size=4 -grecord-gcc-switches -m64 -mtune=generic -D_GNU_SOURCE -fPIC -fwrapv -fPIC -DPSUTIL_POSIX=1 -DPSUTIL_VERSION=543 -DPSUTIL_LINUX=1 -I/usr/include/python2.7 -c psutil/_psutil_common.c -o build/temp.linux-x86_64-2.7/psutil/_psutil_common.o
psutil/_psutil_common.c:9:28: fatal error: Python.h: No such file or directory
#include <Python.h>
^
compilation terminated.
error: command 'gcc' failed with exit status 1
-----
Command "/usr/bin/python2 -u -c "import setuptools, tokenize; __file__ = '/tmp/pip-build-u0w0ps/psutil/setup.py'; exec(compile(getattr(tokenize, 'open', open)(__file__).read().replace('\r\n', '\n'), __file__, 'exec'))" install --record /tmp/pip-Hrs0wN-record/install-record.txt --single-version-externally-managed --compile" failed with error code 1 in /tmp/pip-build-u0w0ps/psutil/
[root@ecs-9a88-test1 ~]#
```

Possible Causes

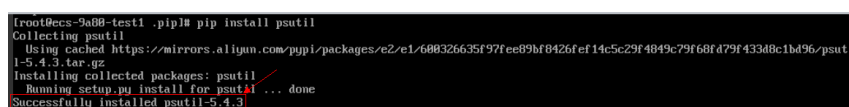
openssl-devel is not supported.

Solution

The following operations use psutil as an example:

1. Run the following command to install openssl-devel:
yum install gcc libffi-devel python-devel openssl-devel -y
2. Use PIP to install the Python library software again. The error message is cleared.

Figure 3-9 Successful installation



```
[root@ecs-9a88-test1 ~]# pip install psutil
Collecting psutil
  Using cached https://mirrors.aliyun.com/pypi/packages/e2/e1/680326635f97fee89bf8426ef14c5c29f4849c79f68f479f433d8c1bd96/psutil-5.4.3.tar.gz
Installing collected packages: psutil
  Running setup.py install for psutil ... done
Successfully installed psutil-5.4.3
```

3.14 What Can I Do If Switching from a Non-root User to User root Times Out?

Symptom

When you run the **sudo** command to switch to user **root** on an Ubuntu or Debian ECS, the system prompts connection timeout.

Figure 3-10 Connection timeout

```
linux@ubuntu-test-1:/etc$  
linux@ubuntu-test-1:/etc$ sudo su  
sudo: unable to resolve host ubuntu-test-1: Connection timed out  
root@ubuntu-test-1:/etc#
```

Solution

1. Log in to the ECS.
2. Run the following command to edit the hosts configuration file:
vi /etc/hosts
3. Press **i** to enter editing mode.
4. Add the IP address and hostname to the last line of the hosts configuration file.

Private IP address hostname

An example is provided as follows:

If the ECS hostname is **hostname** and the private IP address of the ECS is 192.168.0.1, add the following statement:

```
192.168.0.1 hostname
```

5. Press **Esc** to exit editing mode.
6. Run the following command to save the configuration and exit:

```
:wq
```

NOTE

To update the hostname of an Ubuntu or Debian ECS, set the value of parameter **manage_etc_hosts** in the **/etc/cloud/cloud.cfg** file to **false** and update the new hostname in the **/etc/hosts** file. When editing the **/etc/hosts** file, do not delete the statement in the line where **127.0.0.1** is located. Otherwise, switching from a non-root user to user **root** will time out.

3.15 What Can I Do If the Permissions on the Root Directory of My CentOS ECS Changed to 777?

Symptom

You executed the **chmod -R 777 /** command on your ECS running CentOS, and the permissions on the root directory were changed to 777. As a result, most services

were unavailable and most commands could not be executed. In this case, you can run the **getfacl** command provided by the system to back up and restore the permissions on the root directory.

NOTE

Setting 777 permissions for a file or directory means that it will be readable, writable and executable by all users and may pose a huge security risk. The operations described in this section are a temporary remedy. After you restore the permissions, it is recommended that you back up your data and reinstall the OS to prevent security risks caused by 777 permissions.

Procedure

This section uses an ECS running CentOS 7.5 as an example.

1. Do not stop or restart the ECS after the 777 permissions are configured for the root directory. Run the following commands on this ECS to restore the permissions on the SSH connection-related files:

```
cd /etc
```

```
chmod 644 passwd group shadow
```

```
chmod 400 gshadow
```

```
cd ssh
```

```
chmod 600 moduli ssh_host_dsa_key ssh_host_key ssh_host_rsa_key
```

```
chmod 644 ssh_config ssh_host_dsa_key.pub ssh_host_key.pub  
ssh_host_rsa_key.pub
```

```
chmod 640 sshd_config
```

2. After the preceding commands are executed, the SSH connection can be established. Run the following command to check whether you can remotely log in to the ECS as **user** root:

```
su root
```

```
root "su: cannot set groups:"
```

If information similar to the preceding output is displayed, run the following command to grant the **s** permission to the su program for reading the configurations of user **root**:

```
chmod u+s 'which su'
```

After the command is executed, you can log in to the ECS as user **root**.

3. Create a temporary Linux ECS that has the correct permission configurations and the kernel of the same version as the faulty ECS.
4. Run the following command on the temporary ECS to back up the permissions on all files in the / directory to a **systemp.bak** file:

```
getfacl -R / >systemp.bak
```
5. Transmit the **systemp.bak** file to the faulty ECS using one of the following methods:

- Run the following command on the temporary ECS to upload the **systemp.bak** file to the faulty ECS:

```
scp Path in which the systemp.bak file is stored on the temporary ECS  
Username@EIP:Path in which the systemp.bak is to be stored on the  
faulty ECS
```

For example, run **scp /systemp.bak root@119.**.**.*/121.**.**.***.

- Alternatively, run the following command on the faulty ECS to download the **systemp.bak** file from the temporary ECS to the faulty ECS:

scp *Username@EIP: Path in which the systemp.bak file is stored on the temporary ECS Path in which the systemp.bak file is to be stored on the faulty ECS*

For example, run **scp root@121.**.**.*/systemp.bak /**.

6. Run the following command on the faulty ECS to restore the system permissions:

setfacl --restore=systemp.bak

7. Run the following command to create a script before restarting the faulty ECS:

vim sshtmp.sh

Add the following content to the script to avoid SSH connection failure:

```
cat sshtmp.sh
#-----start-----
sleep 300
cd /etc
chmod 644 passwd group shadow
chmod 400 gshadow
cd ssh
chmod 600 moduli ssh_host_dsa_key ssh_host_key ssh_host_rsa_key
chmod 644 ssh_config ssh_host_dsa_key.pub ssh_host_key.pub ssh_host_rsa_key.pub
chmod 640 sshd_config
chmod u+s `which su`
#-----end-----
```

8. Run the following command to add the script to the Linux startup script file **rc.local**:

echo '/sshtmp.sh &' >>/etc/rc.local

9. Run the following command to restart the faulty ECS:

reboot

After the ECS restarts, stop process **sshtmp.sh**, restore script file **rc.local**, delete process **sshtmp.sh**. Then check whether the system permissions are restored.

Next Steps

Setting 777 permissions for a file or directory means that it will be readable, writable and executable by all users and may pose a huge security risk.

The operations described in this section are a temporary remedy. After you restore the permissions, it is recommended that you back up your data and reinstall the OS to prevent security risks caused by 777 permissions.

3.16 What Should I Do If the IP Settings of My Linux ECS Are Lost?

Symptom

When an ECS has been running continuously for a long time without being restarted, the IP address settings may be lost, ECSs may be disconnected, or the network may break down.

Figure 3-11 Symptom

```
[root@localhost ~]# ip ad
1: lo: <LOOPBACK> mtu 65536 qdisc noqueue state DOWN group default qlen 1000
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
2: eth0: <BROADCAST,MULTICAST> mtu 1500 qdisc fq_codel state DOWN group default qlen 1000
    link/ether 52:54:01:09:a1:98 brd ff:ff:ff:ff:ff:ff
```

Possible Causes

The ECSs use Dynamic Host Configuration Protocol (DHCP).

For example, when an ECS running CentOS 7 is started, the NetworkManager service of the Linux OS starts the dhclient process. The dhclient requests the DHCP server to allocate an IP address and obtains the IP address lease expiration time.

In normal cases, the dhclient periodically updates the lease expiration time to the DHCP server to ensure the availability of the IP address.

Figure 3-12 Normal dhclient

```
root@localhost:~# systemctl status NetworkManager
NetworkManager.service: Network Manager
Loaded: loaded (/usr/lib/systemd/system/NetworkManager.service; enabled; vendor preset: enabled)
Drop-In: /usr/lib/udev/rules.d/98-udev-lvm.rules.d: NetworkManager-udev.conf
NetworkManager-udev.conf
Active: active (running) since Thu 2023-03-30 15:47:13 CST; 1s ago
Process: 206175 NetworkManager (O)
Main PID: 206175 (NetworkManager)
Tasks: 2
Limit: 3 (M)
CGroup: /system.slice/NetworkManager.service
└─ 206175 /usr/sbin/NetworkManager --no-daemon
└─ 206176 /usr/sbin/dhclient -cf /etc/dhcp/dhclient.conf -x /var/run/NetworkManager/dhclient-eth0.pid -f /var/lib/NetworkManager/dhclient-5f6650b-8000-7f6b-4511-06a050f1a03-eth0 Lease 'cf' /var/lib/NetworkManager/dhclient-eth0.conf eth0
```

If the NetworkManager service is stopped by mistake and the dhclient process is cleared, the lease expiration time of the DHCP-assigned IP address cannot be automatically updated. When the lease expires, the IP address of the ECS is released, leading to network disconnection.

Solution

1. Remotely log in to the ECS.
2. Run the following commands to restart NetworkManager and make it automatically start at server startup:
systemctl restart NetworkManager
systemctl enable NetworkManager
3. Run the following command to query the NetworkManager status:
systemctl status NetworkManager

Figure 3-13 Viewing the NetworkManager status

```
[root@localhost ~]# systemctl status NetworkManager
● NetworkManager.service - Network Manager
   Loaded: loaded (/usr/lib/systemd/system/NetworkManager.service; enabled; vendor preset: enabled)
   Drop-In: /usr/lib/systemd/system/NetworkManager.service.d
            └─ NetworkManager-ovs.conf
   Active: active (running) since Thu 2023-03-02 15:47:17 CST; 4min 1s ago
     Docs: man:NetworkManager(8)
    Main PID: 308119 (NetworkManager)
      Tasks: 4 (limit: 21656)
     Memory: 3.8M
    CGroup: /system.slice/NetworkManager.service
            └─ 308119 /usr/sbin/NetworkManager --no-daemon
               308129 /sbin/dhclient -d -q -sf /usr/libexec/nm-dhcp-helper -pf /var/lib/NetworkManager/308119/nm-dhclient.conf

Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3023] dev eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3025] dev eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3032] man eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3036] man eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3037] pol eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost dhclient[308129]: bound to 192.168.124.255 -- renewal time 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3177] dev eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3192] man eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3196] man eth0: DHCPv4 lease acquired for address 192.168.124.255
Mar 02 15:47:17 localhost NetworkManager[308119]: <info> [1677743237.3264] pol eth0: DHCPv4 lease acquired for address 192.168.124.255
```

4. Run the following command to query the network status:

ip ad

Figure 3-14 Viewing the network connection

```
[root@localhost ~]# ip ad
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
   link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
   inet 127.0.0.1/8 scope host lo
       valid_lft forever preferred_lft forever
   inet6 ::1/128 scope host
       valid_lft forever preferred_lft forever
2: eth0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc fq_codel state UP group default qlen 1000
   link/ether 52:54:01:09:a1:98 brd ff:ff:ff:ff:ff:ff
   inet 192.168.124.240/24 brd 192.168.124.255 scope global dynamic eth0
       valid_lft 3382sec preferred_lft 3382sec
   inet6 fe80::5054:1ff:fe09:a198/64 scope link
       valid_lft forever preferred_lft forever
```

If information similar to **Figure 3-14** is displayed, the network connection is normal.

Appendix

You are advised to retain the default network service configurations of common OSs.

Table 3-3 Default network service configurations of common OSs

OS	Network Service	Built-In DHCP
CentOS 6	Network	No. There is an independent dhclient process.
CentOS 7	NetworkManager	No. There is an independent dhclient process.
CentOS 8	NetworkManager	Yes

OS	Network Service	Built-In DHCP
Ubuntu 16.04	NetworkManager	No. There is an independent dhclient process.
Ubuntu 18.04	NetworkManager	No. There is an independent dhclient process.
Ubuntu 20.04	NetworkManager	Yes
Ubuntu 22.04	NetworkManager	Yes

3.17 Why Does My Linux ECS Restart Unexpectedly?

Symptom

A Linux ECS restarts unexpectedly and the following error is displayed:

```
Kernel panic - not syncing: NMI: Not continuing
```

The following information is printed in the kernel log:

```
[645683.754132] Uhhuh. NMI received for unknown reason 20 on CPU 1.  
[645683.754133] Do you have a strange power saving mode enabled?  
[645683.754133] Kernel panic - not syncing: NMI: Not continuing
```

Possible Causes

When the kernel parameter **kernel.unknown_nmi_panic** of the Linux ECS is set to **1**, the ECS panics and will automatically restart if the kernel detects a non-maskable interrupt (NMI).

Generally, **kernel.unknown_nmi_panic** is set to **1** to tell the kernel to trigger a kernel panic upon receiving an NMI. Certain CPU models may generate an NMI in normal service processes and this may cause the ECS to restart unexpectedly.

Solution

1. Remotely log in to the ECS.
2. Run the following command to check the value of the ECS kernel parameter **kernel.unknown_nmi_panic**:

```
sysctl -n kernel.unknown_nmi_panic
```

If the value of **kernel.unknown_nmi_panic** is **1**, the abnormal restart is caused by the incorrect setting of this parameter.

Figure 3-15 Command output

```
linux-JjFcyI:~ # sysctl -n kernel.unknown_nmi_panic  
1
```

3. Run the following command to check the **kernel.unknown_nmi_panic** settings in the **/etc/sysctl.conf** file:

vim /etc/sysctl.conf

Check whether **kernel.unknown_nmi_panic=1** exists.

- If **kernel.unknown_nmi_panic=1** exists, change it to **kernel.unknown_nmi_panic=0**.
- If **kernel.unknown_nmi_panic=1** does not exist, add **kernel.unknown_nmi_panic=0**.

Figure 3-16 Viewing the `/etc/sysctl.conf` file

```
# sysctl settings are defined through files in
# /usr/lib/sysctl.d/, /run/sysctl.d/, and /etc/sysctl.d/.
#
# Vendors settings live in /usr/lib/sysctl.d/.
# To override a whole file, create a new file with the same in
# /etc/sysctl.d/ and put new settings there. To override
# only specific settings, add a file with a lexically later
# name in /etc/sysctl.d/ and put new settings there.
#
# For more information, see sysctl.conf(5) and sysctl.d(5).
#
kernel.unknown_nmi_panic=0
~
```

4. Press **Esc**, enter `:wq`, and press **Enter** to save the settings and exit.
5. Run the following command to make the configuration take effect:

```
sysctl -p
```

Figure 3-17 Making configuration take effect

```
linux-JjFcyI:~ # sysctl -p
kernel.unknown_nmi_panic = 0
```

NOTE

The configuration takes effect without the need to restart the ECS.

Verification

1. Run the following command to check whether the value of **panic_on_unrecovered_nmi** is **0**:

```
cat /proc/sys/kernel/panic_on_unrecovered_nmi
```

Figure 3-18 Command output (1)

```
linux-JjFcyI:~ # cat /proc/sys/kernel/panic_on_unrecovered_nmi
0
```

2. Run the **sysctl -n kernel.unknown_nmi_panic** command to check whether the value of **kernel.unknown_nmi_panic** is **0**.

Figure 3-19 Command output (2)

```
linux-JjFcyI:~ # sysctl -n kernel.unknown_nmi_panic
0
```

If the results meet the expectation, the modification is successful.

3.18 What Do I Do If Error "Cannot allocate memory" Is Displayed?

Symptom

A Linux ECS has sufficient memory, but the error "Cannot allocate memory" is displayed during command execution or service start.

Command output:

```
root@localhost:~# free -m
      total        used         free       shared    buffers/cache       available
Mem:    3890         125       3179          2         504         3463
Swap:     0           0           0
root@localhost:~# uname -a
-bash: fork: Cannot allocate memory
```

Possible Causes

The number of running processes or threads in the system reaches the upper limit. The upper limit is specified by the kernel parameter `/proc/sys/kernel/pid_max`.

Solution

1. Remotely log in to the ECS.
2. Run the following command to check the number of running processes:

```
ps -eLf | wc -l
```

The command output is as follows:

```
32753
```

You can also run the `sar -q` command to view the number of running processes in the `plist-sz` column.

NOTE

If "command not found" is displayed, run the command to install the software package first.

- CentOS: `yum install sysstat`
- Ubuntu: `apt install sysstat`

sar -q

The command output is as follows:

```
...
00:00:01  runq-sz  plist-sz  ldavg-1  ldavg-5  ldavg-15  blocked
10:45:01    0  32722    0.10    0.12    0.16    0
10:46:01    1  32730    0.21    0.15    0.17    0
10:47:01    2  32752    0.07    0.11    0.15    0
```

3. Run the following command to check the maximum number of processes configured in the system:

```
cat /proc/sys/kernel/pid_max
```

```
32768
```

If the number of running processes is close to or has reached the maximum number of processes, you need to increase the value of `/proc/sys/kernel/pid_max`.

4. Run the following commands to change the value of `/proc/sys/kernel/pid_max`, for example, to **65530**.

```
echo "kernel.pid_max=65530" >> /etc/sysctl.conf  
sysctl -p
```

The command output is as follows:

```
vm.swappiness = 0  
net.core.somaxconn = 1024  
net.ipv4.tcp_max_tw_buckets = 5000  
net.ipv4.tcp_max_syn_backlog = 1024  
kernel.pid_max = 65530
```

4 Configuring the Network

4.1 Why Does My ECS Running CentOS 7 Fail to Obtain an IP Address Using dhclient?

Symptom

After an ECS was started, it failed to obtain an IP address because dhclient did not run.

Possible Causes

The possible causes are as follows:

1. NetworkManager is not configured to start at boot.
2. The target NIC is not managed by NetworkManager.

Constraints

The operations described in this section apply to ECSs running CentOS 7 series, EulerOS 2 series, or Ubuntu 18.04.

Solution

1. Run the following command to check whether dhclient is running:
ps -ef |grep dhclient |grep -v grep
2. If dhclient is not detected, run the following command to check whether NetworkManager is running:
systemctl status NetworkManager
 - If NetworkManager is in **Active: inactive (dead)** state, NetworkManager is not enabled. Run the following command to check whether NetworkManager is automatically started upon system startup:
systemctl is-enabled NetworkManager
If the command output is **disabled**, run the following command to make NetworkManager start at boot automatically:

- ```
systemctl enable NetworkManager && systemctl start
NetworkManager
```
- If NetworkManager is in **Active: active (running)** state, run the following command to check whether the target NIC is managed by NetworkManager:

```
nmcli device status
```

If the NIC is in **unmanaged** state, run the following command to make NetworkManager manage the NIC:

```
nmcli device set eth0 managed yes
```
  - 3. Restart NetworkManager.

```
systemctl restart NetworkManager
```
  - 4. Run the following command to check whether the private IP address can be allocated:

```
ip add
```

## 4.2 Why Does the NIC Names Change After I Start a Linux ECS?

### Scenarios

After an ECS running CentOS 6 created using a private image starts, the first NIC is named as eth0, rather than eth1.

This solution provided in this section involves restarting the ECS. Restarting the ECS will interrupt services running on it. Exercise caution when performing this operation.

### Root Cause

The `/etc/udev/rules.d/70-persistent-net.rules` file still records the mappings between NICs and MAC addresses in the private image. You need to disable the rules.

### Solution

1. The correct way to disable **udev** is to overwrite it with an empty file. Any rules in `/etc/udev/rules.d` take precedence over the rules in `/lib/udev/rules.d`.

```
touch /etc/udev/rules.d/75-persistent-net-generator.rules
```
2. Restart the ECS.

```
reboot
```

## 4.3 Why an Entry Is Automatically Added to /etc/hosts After a Linux ECS Is Restarted?

### Symptom

After an ECS is restarted, an entry that maps its host name to 127.0.0.1 is automatically added to `/etc/hosts`. As a result, the host name fails to be resolved.

### Root Cause

`/etc/cloud/cloud.cfg` affects the following configuration in `/etc/hosts`:

```
manage_etc_hosts: localhost
```

This configuration automatically translates the host names to the local loopback address, which can speed up startup when the private DNS is not configured.

### Solution

1. Open the `/etc/cloud/cloud.cfg` file.

Comment out `manage_etc_hosts`:

Before:

```
manage_etc_hosts:localhost
```

After:

```
#manage_etc_hosts:localhost
```

2. Delete `127.0.0.1 hostname hostname` from `/etc/hosts`.

## 4.4 How Do I Fix a Network Startup Failure Due to Multiple NIC Configuration Files?

### Symptom

Error message "Device eth1 does not seem to be present" or "No suitable device found for this connection" is displayed after the network is started or restarted.

Figure 4-1 Network startup failure

```
exiting.
failed.

[FAILED]
Bringing up interface eth1: Device eth1 does not seem to be present, delaying initialization.
[FAILED]
Bringing up interface eth2: Device eth2 does not seem to be present, delaying initialization.
[FAILED]
Bringing up interface eth3: Device eth3 does not seem to be present, delaying initialization.
[FAILED]
Bringing up interface eth4: Device eth4 does not seem to be present, delaying initialization.
[FAILED]
```

### Scenarios

The following procedures apply to ECSs running CentOS, RHEL, or EulerOS.



## Constraints

The solution described in this section involves restarting the NICs, which will temporarily interrupt the network connection.

## Root Cause

When the network service is started, the system reads the NIC configuration file in the `/etc/sysconfig/network-scripts/` directory. If there are multiple NIC configuration files, the network service fails to be started because the corresponding NIC cannot be found.

## Solution

Back up unnecessary NIC configuration files and delete them from `/etc/sysconfig/network-scripts/`. The following uses an ECS with 11 NIC configuration files as an example.

1. Run the following command to access the directory where the NIC configuration files reside:

```
cd /etc/sysconfig/network-scripts
```

2. Run the following commands to back up the configuration files:

```
mkdir tmp
```

```
cp ifcfg-* tmp/
```

```
ls tmp/
```

Figure 4-2 Viewing NIC configuration files

```
[root@cen73-test network-scripts]# ls
ifcfg-eth0 ifcfg-eth4 ifcfg-lo ifdown-ipv6 ifdown-Team ifup-eth ifup-plusb ifup-TeamPort
ifcfg-eth1 ifcfg-eth5 ifdown ifdown-isdn ifdown-TeamPort ifup-ib ifup-post ifup-tunnel
ifcfg-eth10 ifcfg-eth6 ifdown-bnep ifdown-post ifdown-tunnel1 ifup-ippv ifup-ppp ifup-wireless
ifcfg-eth11 ifcfg-eth7 ifdown-eth ifdown-ppp ifup ifup-ipv6 ifup-routes init.ipv6-global
ifcfg-eth2 ifcfg-eth8 ifdown-ib ifdown-routes ifup-aliases ifup-isdn ifup-sit network-functions
ifcfg-eth3 ifcfg-eth9 ifdown-ippv ifdown-sit ifup-bnep ifup-plip ifup-Team network-functions-ipv6

[root@cen73-test network-scripts]# mkdir tmp
[root@cen73-test network-scripts]# cp ifcfg-* tmp/
[root@cen73-test network-scripts]# ls tmp/
ifcfg-eth0 ifcfg-eth10 ifcfg-eth2 ifcfg-eth4 ifcfg-eth6 ifcfg-eth8 ifcfg-lo
ifcfg-eth1 ifcfg-eth11 ifcfg-eth3 ifcfg-eth5 ifcfg-eth7 ifcfg-eth9
```

3. If only one NIC is needed, delete unnecessary NIC configuration files and file `ifcfg-ens5` if it exists.

Run the following command to delete files from `ifcfg-eth1` to `ifcfg-eth11` and `ifcfg-ens5`.

```
rm -rf ifcfg-eth[1-9] ifcfg-eth10 ifcfg-eth11 ifcfg-ens5
```

Figure 4-3 Deleting unnecessary configuration files

```
[root@cen72 network-scripts]# rm -rf ifcfg-eth[1-9] ifcfg-eth10 ifcfg-eth11 ifcfg-ens5
[root@cen72 network-scripts]# ls
ifcfg-eth0 ifdown-eth ifdown-post ifdown-tunnel ifup-eth ifup-plip ifup-routes init.ipv6-global
ifcfg-lo ifdown-ippv ifdown-ppp ifup ifup-ippv ifup-plusb ifup-sit network-functions
ifdown ifdown-ipv6 ifdown-routes ifup-aliases ifup-ipv6 ifup-post ifup-tunnel network-functions-ipv6
ifdown-bnep ifdown-isdn ifdown-sit ifup-bnep ifup-isdn ifup-ppp ifup-wireless
```

4. Stop unnecessary dhclient processes.
  - a. Run the following command to query dhclient processes.

```
ps -ef | grep dhclient
```
  - b. For example, run the following command to end process with PID of 770.

```
kill-9 770
```

**CAUTION**

- Enter the PID of the process you want to end.
- The **kill-9** command is used to forcibly end a process.

**Figure 4-4** Restarting dhclient

```
[root@cen73-test network-scripts]# ps -ef | grep dhcl
root 778 1 0 15:01 ? 00:00:00 /sbin/dhclient -H ecs-centos73-test -1 -q -lf /var/lib/dhclient/dhclient--eth0.lease -pf /var/run/dhclient-eth0.pid eth0
root 2622 2592 0 15:10 ttj1 00:00:00 grep --color=auto dhcl
[root@cen73-test network-scripts]# kill -9 778
[root@cen73-test network-scripts]#
```

5. Run the following command to restart the network service:  
**systemctl restart network**
6. Check the status of the network service.  
**systemctl status network**

**Figure 4-5** Checking the network status

```
[root@cen72 ~]# systemctl status network
network.service - LSB: Bring up/down networking
Loaded: loaded (/etc/rc.d/init.d/network; bad; vendor preset: disabled)
Active: active (running) since Tue 2018-02-06 10:54:58 CST; 34s ago
Docs: man:systemd-sysv-generator(8)
Process: 522 ExecStart=/etc/rc.d/init.d/network start (code=exited, status=0/SUCCESS)
CGroup: /system.slice/network.service
└─816 /sbin/dhclient -H cen72 -1 -q -lf /var/lib/dhclient/dhclient--eth0.lease -pf /var/run/dhclient-eth0.pid
Feb 06 10:54:55 cen72.novalocal systemd[1]: Starting LSB: Bring up/down networking...
Feb 06 10:54:55 cen72.novalocal network[522]: Bringing up loopback interface: [OK]
Feb 06 10:54:55 cen72.novalocal network[522]: Bringing up interface eth0:
Feb 06 10:54:55 cen72.novalocal dhclient[684]: DHCPREQUEST on eth0 to 255.255.255.255 port 67 (xid=0x7b202a2e)
Feb 06 10:54:55 cen72.novalocal dhclient[684]: DHCPACK from 192.168.3.2 (xid=0x7b202a2e)
Feb 06 10:54:58 cen72.novalocal NET[888]: /usr/sbin/dhclient-script : updated /etc/resolv.conf
Feb 06 10:54:58 cen72.novalocal dhclient[684]: bound to 192.168.3.234 -- renewal in 37342 seconds.
Feb 06 10:54:58 cen72.novalocal network[522]: Determining IP information for eth0... done.
Feb 06 10:54:58 cen72.novalocal network[522]: [OK]
Feb 06 10:54:58 cen72.novalocal systemd[1]: Started LSB: Bring up/down networking.
```

## 4.5 Why Do I Get the Error "Name or service not known" When I Ping a Public Domain Name Configured for a Linux ECS?

### Symptom

A public domain name configured for an ECS fails to be pinged, and the error message "Name or service not known" is displayed. However, the EIP of the ECS can be pinged.

### Possible Causes

Generally, there are three possible causes:

- No or incorrect DNS server addresses are configured in **/etc/resolv.conf**.
- The DNS records are deleted from **/etc/nsswitch.conf**.
- The **/lib64/libnss\_dns.so.2** library file is missing.

 NOTE

Run the following command to view all files used for resolving the domain name:

```
strace -e trace=open ping www.baidu.com -c 1
```

All files in the output affect domain name resolution.

## Scenarios

The following procedure applies to ECSs running CentOS or EulerOS.

## Solution

- No or incorrect DNS server IP addresses are configured in **/etc/resolv.conf**.  
**nameserver** is the most important item in **/etc/resolv.conf**. A **nameserver** entry defines the IP address of the DNS server used for domain name resolution.  
If there are no **nameserver** entries in **/etc/resolv.conf**, no DNS servers have been configured for domain name resolution. If there are multiple **nameserver** entries, the DNS servers are queried in the order listed in the file. The next DNS server is queried only when the previous one does not respond. Check the IP addresses of DNS servers configured in **/etc/resolv.conf**.
- The DNS records are deleted from **/etc/nsswitch.conf**.
  - a. Check whether **/etc/nsswitch.conf** contains the DNS records.  

```
grep hosts /etc/nsswitch.conf
```

If the output is as follows, the DNS option is not configured on the **hosts** line. As a result, the system does not read **/etc/resolv.conf** when resolving the domain name.

```
#hosts: db files nisplus nis dns
hosts: files myhostname
```
  - b. Open **/etc/nsswitch.conf**, locate the **hosts** line, and add the DNS option.  

```
#hosts: db files nisplus nis dns
hosts: files dns myhostname
```

 NOTE

**hosts** lists the tools by priority that are used to search for IP addresses paired with domain names.

**file** indicates the **/etc/hosts** file, and **dns** indicates DNS. By default, **file** is placed before **dns**. This means that the system first attempts to search for a domain name in **/etc/hosts** and then search for the domain name through DNS. If **dns** is not configured, DNS is not used.

- The **/lib64/libnss\_dns.so.2** library file is lost.
  - a. **/lib64/libnss\_dns.so.2** is generated by the glibc package. Run the following command to check whether the package is modified.  

```
rpm -V glibc
```

 NOTE

Generally, in Linux, running the **rpm -qf /lib64/libnss\_dns.so.2** command can generate the library file.

If the output is as follows, **/lib64/libnss\_dns.so.2** is missing.

```
missing /lib64/libnss_dns.so.2
```

- b. Run the following command to create a soft link again:

 NOTE

Run the `ls -l /lib64/libnss_dns.so.2` command on a normal ECS. The command output will show that the source file of `/lib64/libnss_dns.so.2` is `/usr/lib64/libnss_dns-2.17.so`.

```
ln -s /usr/lib64/libnss_dns-2.17.so /usr/lib64/libnss_dns.so.2
```

## 4.6 Why Cannot the EIP Bound to the Extension NIC of My ECS Access the Internet?

### Symptom

Your ECS has one primary NIC and one extension NIC in the same subnet. Both the NICs have an EIP bound to access the Internet. The EIP bound to the primary NIC can access the Internet, but that bound to the extension NIC cannot.

### Possible Causes

By default, ECSs running CentOS have the reverse path filtering (RP-Filter) enabled. The default route of the ECSs is to forward outgoing traffic through the extension NIC to eth0. However, the system considers that the response data packets should be forwarded from eth1. The system determines that the traffic is received from a wrong NIC and then discards the response packets.

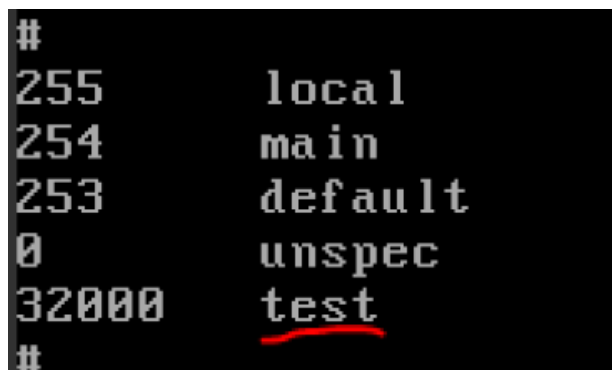
### Solution

Configure a policy-based routing rule so that the extension NIC traffic is forwarded from the extension NIC.

1. Run the following command to edit the `rt_tables` file:

```
vi /etc/iproute2/rt_tables
```

Add an alias for the routing table, such as `test`.



```
#
255 local
254 main
253 default
0 unspec
32000 test
#
```

2. Save the modification and exit.
3. Run the following command to add a route to the `test` table:

```
ip route add default via Gateway IP address of the extension NIC dev eth1
table Name of the routing table
```

For example, run the following command:

**ip route add default via 192.168.166.1 dev eth1 table test**

4. Run the following command to add a policy-based routing rule:

**ip rule add from IP address of the extension NIC lookup Name of the routing table prio lower than 32766 but higher than the main table**

For example, run the following command:

**ip rule add from 192.168.166.22 lookup test prio 32000**

Check whether the EIP bound to the extension NIC can access the Internet. If you want to make this rule take effect permanently, add the preceding command to the startup script `/etc/rc.local`.

## 4.7 How Do I Fix Too High Memory Usage by NetworkManager When Multiple Docker Containers Are Running?

### Symptom

**NetworkManager** consumes a large amount of memory when multiple Docker containers are running.

```
top - 14:32:53 up 220 days, 23:42, 1 user, load average: 4.06, 3.70, 13.74
Tasks: 595 total, 3 running, 592 sleeping, 0 stopped, 0 zombie
%Cpu(s): 5.6 us, 5.7 sy, 0.0 ni, 88.2 id, 0.4 wa, 0.0 hi, 0.1 si, 0.0 st
KiB Mem : 49459224 total, 512644 free, 47312020 used, 1634560 buff/cache
KiB Swap: 0 total, 0 free, 0 used. 555936 avail Mem

 PID USER PR NI VIRT RES SHR S %CPU %MEM TIME+ COMMAND
 1023 root 20 0 22.616g 0.022t 5424 R 94.4 47.1 14980.11 /usr/sbin/NetworkManager --no-daemon
 12518 root 20 0 6714848 1.828g 3468 S 5.0 3.5 2:01.47 /usr/lib/jvm/java-1.8-openjdk/bin/java -serv
23130 root 20 0 14.011g 1.767g 2208 S 0.0 3.7 8:46.57 java -jar /opt/maintenance.jar
 2600 root 20 0 14.043g 1.698g 0 S 0.0 3.6 17:22.01 java -jar /opt/alarm.jar
 1930 root 20 0 6719112 1.598g 2164 S 0.0 3.4 50:45.07 /usr/lib/jvm/java-1.8-openjdk/bin/java -serv
```

#### NOTE

- The operations described in this section apply to ECSs running CentOS 7 or Ubuntu 16.04.
- The operations described in this section involve restarting the network service, which may interrupt services.

### Possible Causes

The amount of memory consumed by **NetworkManager** increases with each container start or stop, it never decreases, even after all containers have been stopped and removed.

### Solution

#### Short-term solution

Restart **NetworkManager**.

```
systemctl restart NetworkManager
```

#### Long-term solution

- CentOS 7

Run the following commands to stop **NetworkManager** and start **network**.

```
systemctl disable NetworkManager
/sbin/chkconfig network on
kill `pgrep -o dhclient`
systemctl stop NetworkManager
systemctl start network
```

 NOTE

If **network** startup fails, it may be caused by the built-in configuration files of multiple NICs. For details about how to rectify the fault, see [How Do I Fix a Network Startup Failure Due to Multiple NIC Configuration Files?](#)

- Ubuntu 16.04
  - a. Run the following commands to stop **NetworkManager** and start **networking**.

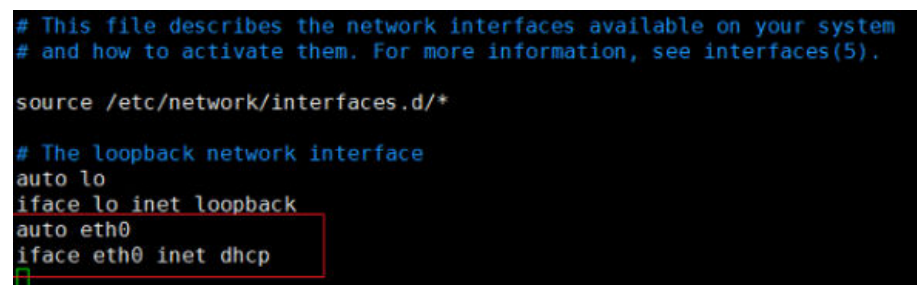
```
systemctl disable NetworkManager
systemctl disable network-manager
systemctl enable networking
kill `pgrep -o dhclient`
systemctl stop NetworkManager
systemctl start networking
```
  - b. To enable **networking**, check whether DHCP is configured for NICs in the **interfaces** file.

```
vi /etc/network/interfaces
```

If only **eth0** is attached, you can check whether the following information exists in **interfaces**. If not, add it to the file.

```
auto eth0
iface eth0 inet dhcp
```

**Figure 4-6** Configuring the NIC to use DHCP



```
This file describes the network interfaces available on your system
and how to activate them. For more information, see interfaces(5).

source /etc/network/interfaces.d/*

The loopback network interface
auto lo
iface lo inet loopback
auto eth0
iface eth0 inet dhcp
```

## 4.8 Why Is the ECS IP Address Lost After the System Time Changes?

### Symptom

After the system time changes, an exclamation mark (!) is displayed for the NIC, and the ECS cannot connect to the Internet.

## Scenarios

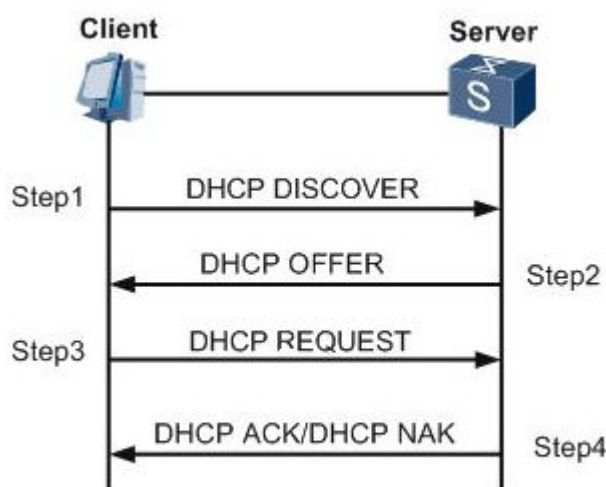
- The operations described in this section apply to ECSs running CentOS 7 or EulerOS that use DHCP to obtain IP addresses.
- The default DHCP lease time is 24 hours. Specific scenarios may be different.

## Root Cause

DHCP session process

A typical DHCP session includes DHCP discover, DHCP offer, DHCP request, and DHCP acknowledgment, as shown in Figure 1.

**Figure 4-7** DHCP session



- **DHCP Discover**  
The DHCP client sends a broadcast message on the physical subnet to search for available DHCP servers. The network administrator can configure a local route to forward DHCP packets to DHCP servers on another subnet. The client generates a UDP packet whose destination address is 255.255.255.255 or the specific subnet broadcast address.
- **DHCP Offer**  
When a DHCP server receives an IP address lease request from the client, the DHCP server provides an IP address lease and reserves an IP address for the client, and then sends a DHCP OFFER message to the client through unicast. This message contains the MAC address of the client, the IP address that the server is providing, the subnet mask, the lease duration, and the IP address of the DHCP server making the offer.
- **DHCP Request**  
In response to the DHCP offer, the client replies with a DHCP REQUEST message that contains the IP address of the server making the offer, which is a broadcast informing the server that it accepts the offer. When other DHCP servers receive this message, they withdraw any offers they have made to the

client and return the offered IP addresses to the pool of available addresses. A client can receive DHCP offers from multiple servers, but it will accept only one DHCP offer.

- DHCP Acknowledge (DHCP ACK)

When the DHCP server receives the DHCPREQUEST message from the client, the configuration process enters its final phase. The acknowledgement phase involves sending a DHCPACK packet to the client. This packet contains the lease duration and any other configuration information that may be requested by the client. At this point, the TCP/IP address configuration is complete.

## Fault Locating

1. View the DHCP request records of the client.

```
grep -E "dhclient|DHCP" /var/log/messages
```

Figure 4-8 DHCP request records

```
May 12 11:59:39 yth5_test_sl dhclient[7376]: DHCPREQUEST on eth0 to 10.10.3.254 port 67 (xid=0x1880414e)
May 12 11:59:39 yth5_test_sl dhclient[7376]: DHCPACK from 10.10.3.254 (xid=0x1880414e)
May 12 11:59:39 yth5_test_sl dhclient[7376]: bound to 10.10.3.240 -- renewal in 33696 seconds.
```

- The records show that **dhclient** renewed the IP address successfully on May 12. Since the system was manually changed, the actual time was April 26.
- The next renewal occurred 33,696 seconds (about 9 hours and 21 minutes) later, usually when half of the lease time has passed. That is, the next renewal occurred at around 21:21 on May 12.

### NOTICE

You can also query the **dhclient** renewal information file for each successful renewal. Run the following command to query the path that saves the file. The file name is ended with **.lease**.

```
ps -ef |grep dhclient
```

2. Run the following command to check the system logs. The logs show that the system time was changed 5 hours and 14 minutes later after the renewal, and changed to April 26. This means the next renewal request would be sent in 16 days, but not 9 hours it should be. **dhclient** failed to renew the lease and just silently let the lease expire. After the lease expired, the IP address was withdrawn by the DHCP server. As a result, the IP address was lost.

```
grep "Time has been changed" /var/log/messages
```

Figure 4-9 System logs

```
May 12 17:05:32 yth5_test_sl systemd-logind: Removed session 2508.
May 12 17:13:16 yth5_test_sl systemd-logind: New session 2509 of user root.
May 12 17:13:16 yth5_test_sl systemd: Started Session 2509 of user root.
May 12 17:13:16 yth5_test_sl systemd: Starting Session 2509 of user root.
Apr 26 17:49:38 yth5_test_sl systemd: Time has been changed
Apr 26 17:53:50 yth5_test_sl systemd-logind: Removed session 2509.
Apr 26 17:58:59 yth5_test_sl systemd-logind: New session 2510 of user rundeck.
Apr 26 17:58:59 yth5_test_sl systemd: Started Session 2510 of user rundeck.
```



## Solution

1. Run **dhclient** manually to obtain the private IP address.  
**dhclient -r eth0**  
**ifconfig eth0 down**  
**ifconfig eth0 up**  
**dhclient eth0**
2. Restart the ECS. The system time will restore and the system will obtain the IP address again.
3. Enable time synchronization with an NTP server. For details, see [Does HUAWEI CLOUD Provide the NTP Server and How Can I Configure It?](#)

## 4.9 What Can I Do If resolv.conf Gets Reset?

### Symptom

The **resolv.conf** file you have modified gets reset after you restart the ECS.

### Solution

Add the **i** attribute to the file, which allows only user **root** to modify the file.

```
chattr +i /etc/resolv.conf
```

# 5 Disk Space Management Issues

## 5.1 Why Can't I Mount a Disk on an Old Mount Point by Modifying `fstab` in CentOS 7?

### Symptom

File `/etc/fstab` was modified to allow a new disk to be mounted on an old mount point. The mounting failed when queried using the `df` command.

The operations described in this section apply to ECSs running CentOS or EulerOS.

### Possible Causes

1. Run the following command to query the involved mount unit:

```
systemctl list-units --type=mount |grep failed
```

```
test1.mount loaded failed failed /test1
```

2. Run the following command to query the unit status:

```
systemctl status test1.mount
```

Information similar to the following is displayed:

```
● test1.mount - /test1
Loaded: loaded (/etc/fstab; bad; vendor preset: disabled)
Active: failed (Result: exit-code) since Wed 2019-08-28 15:32:53 CST; 3min 27s ago
Where: /test1
What: /dev/vdb1
Docs: man:fstab(5)
man:systemd-fstab-generator(8)
Process: 4601 ExecUnmount=/bin/umount /test1 (code=exited, status=0/SUCCESS)
Process: 3129 ExecMount=/bin/mount /dev/vdb1 /test1 -t ext4 (code=exited, status=0/SUCCESS)
... ..
Warning: test1.mount changed on disk. Run 'systemctl daemon-reload' to reload units.
```

In the command output, mount unit **test1.mount** has changed. Run **systemctl daemon-reload** to reload units.

The changes in **fstab** do not get applied automatically. You must run the **systemctl daemon-reload** command to update the mount units generated for each entry in **fstab**.

## Solution

Run the following command to reload the mount units managed by systemd:

```
systemctl daemon-reload
```

## 5.2 How Do I Create a Swap Partition or File in Linux?

### Scenarios

This section describes how to create a swap partition on ECS running CentOS 6.8.

### Constraints

A file of a specified size is to be created. Ensure that the system disk has enough available space.

### Scenario 1: Creating a Swap Partition on a Block Storage Device

1. Run the following command to create a partition of 2 GB, for example:

```
fdisk /dev/vdb
```

Information similar to the following is displayed:

```
Command (m for help): n
Partition type:
 p primary (0 primary, 0 extended, 4 free)
 e extended
Select (default p):
Using default response p
Partition number (1-4, default 1):
First sector (2048-20971519, default 2048):
Using default value 2048
Last sector, +sectors or +size{K,M,G} (2048-20971519, default 20971519): +2G
Partition 1 of type Linux and of size 2 GiB is set
Command (m for help): p
```

```
Disk /dev/vdb: 10.7 GB, 10737418240 bytes, 20971520 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x1f02f438
```

| Device    | Boot | Start | End     | Blocks  | Id | System |
|-----------|------|-------|---------|---------|----|--------|
| /dev/vdb1 |      | 2048  | 4196351 | 2097152 | 83 | Linux  |

```
Command (m for help): w
The partition table has been altered!

Calling ioctl() to re-read partition table.
Syncing disks.
```

2. Run the following command to configure the newly created partition as swap space:

```
mkswap /dev/vdb1
```

3. Run the following command to activate the swap partition:

```
swapon /dev/vdb1
```

4. Run the following command to verify the activated swap:

```
swapon -s
```

5. Run the following command to obtain the swap partition UUID:

```
blkid |grep swap |awk '{print $2}'
```

```
UUID="1ee90e3c-1538-453b-9240-ad430f835f6f"
```

6. To mount the swap partition automatically upon system startup, add an entry for the swap partition to **/etc/fstab**.

In this example, the swap partition UUID obtained in step 5 is **1ee90e3c-1538-453b-9240-ad430f835f6f**. You need to run the following command:

```
echo "UUID=1ee90e3c-1538-453b-9240-ad430f835f6f swap swap defaults 0 0" >>/etc/fstab
```

7. Run the following command to mount the swap partition:

```
mount -a
```

## Scenario 2: Creating a Swap Partition on a Block Storage Device Simulated by a File

### NOTE

The performance of the block storage device simulated by a file is not as good as that of the passthrough block storage device.

1. Run the following command to create a file of 1 GB, for example:

```
dd if=/dev/zero of=/swapfile bs=1M count=1000
```

2. Run the following command to modify the file permissions:

```
chmod 600 /swapfile
```

3. Run the following command to configure the file as swap space:

```
mkswap /swapfile
```

4. Run the following command to activate the swap file:

```
swapon /swapfile
```

5. To mount the swap partition automatically upon system startup, add an entry for the swap file to **/etc/fstab**.

```
echo "/swapfile swap swap defaults 0 0" >>/etc/fstab
```

6. Run the following command to mount the swap partition:

```
mount -a
```

## 5.3 Why Is the Space Not Released After I Delete a Large File on a Linux ECS?

### Symptom

The space usage of the root directory on a Linux ECS is too high, for example, 96%, as shown in [Figure 5-1](#).

**Figure 5-1** Too high space usage of the root directory

```
[root@host1 /]#df -h
Filesystem Size Used Avail Use% Mounted on
/dev/sda2 49G 47G 2G 96% /
tmpfs 16G 0 16G 0% /dev/shm
```

You find that the **access\_log** file generated by Apache occupies about 42 GB in the root directory. Then you perform the following operations attempting to release space:

1. Delete **access\_log**.  
**rm /tmp/access\_log**
2. Check the file system disk space usage.  
**df -h**

However, the output tells you that the usage is still 96%.

## Possible Causes

The file you deleted is locked by another running process that keeps writing data to the file.

The following are basics about file storage in Linux, which can help you better understand the root cause.

In Linux file systems, a file is organized into two parts:

- File pointer: The pointer is stored in the file system metadata. When the file is deleted, the file pointer will be deleted from the metadata.
- File data: The file data is stored on the disk.

Generally, after the file pointer is deleted from the metadata, the disk space occupied by the file data will be marked as available. However, if the file is still being used by another running process when it is deleted, the file pointer will fail to be deleted from the metadata, and the system will determine that the file has not been deleted and does not reclaim the space occupied by the file data.

## Solution

1. Run the **lsof** command to check whether any process keeps writing data to the **access\_log** file.  
**# lsof -n |grep delete**

**Figure 5-2** Checking the process that locks the file

```
[root@host1 /]#lsof -n|grep delete
COMMAND PID USER FD TYPE DEVICE SIZE NODE NAME
httpd 2660 root 4u REG 8,2 43289765 /access_log (deleted)
```

As shown in the command output, the **access\_log** file is still being used by the **httpd** process which keeps writing log data into the file. Value **deleted** in the brackets indicates that the log file has been deleted. But the space is not released because **httpd** keeps writing data to the file.

2. Stop or restart the **httpd** process, or restart the system. You are advised to empty the content of **access\_log**, rather than deleting the file.

Run the following command to empty **access\_log**:

```
echo "">/access_log
```

In this way, the disk space will be released immediately and the process can continue writing logs to the file. Then, run the **df -h** command to check the space usage again.

Figure 5-3 Checking the space usage of the root directory

```
[root@host1 /]#df -h
Filesystem Size Used Avail Use% Mounted on
/dev/sda2 49G 5G 44G 10% /
tmpfs 16G 0 16G 0% /dev/shm
```

## 5.4 What Should I Do If the "Read-only file system" Error Message Is Displayed When I Attempt to Delete a File on a Linux ECS?

### Symptom

When you attempt to delete or modify a file on a Linux ECS, the message **Read-only file system** is displayed.

```
[root@oss-vpc-network-om-elk-20 logstash]# rm -rf *2019*
rm: cannot remove 'logstash-plain-2019-01-18-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-19-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-20-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-21-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-22-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-23-1.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-23-2.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-23-3.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-23-4.log.gz' : Read-only file system
rm: cannot remove 'logstash-plain-2019-01-23-5.log.gz' : Read-only file system
```

### Possible Causes

The possible causes are as follows:

- A file system error caused the file system to be read-only.
- The file system is mounted as read-only.
- The hardware is faulty, for example, the disk contains bad sectors or the RAID controller card is faulty.

## Precautions

- Repairing file systems may cause data loss. Back up data in advance.
- If the issue you encountered does not fall into either of the following scenarios, check whether the hardware is faulty.

## Scenario 1: File System Mounted as Read-only

1. Run the following command to check how the directory containing the to-be-deleted file is mounted:

```
mount |grep Mount point
```

If **ro** is displayed in the output, the directory is mounted as read-only. Then go to step 2.

If **rw** is displayed in the output, the directory is mounted as read/write. Then perform procedures described in scenario 2 to check whether the file system contains errors.

2. Run the following command to remount the file system as read/write. There is no need to restart the system.

```
mount -o remount,rw Mount point
```

### NOTE

To mount the file system as read/write upon the next startup, modify the parameters in the fourth column in the `/etc/fstab` file.

## Scenario 2: File System Error Occurred

1. Run the following command to check the file system information in the kernel:

```
dmesg |egrep "ext[2..4]|xfs"
```

If the output contains "I/O error... inode", the file system goes into the read-only mode due to an error.

```
[root@oss-vm-network-dm-elk-20 software]# dmesg |egrep "ext[2..4]|xfs"
[8.393974] CPU: 0 PID: 410 Comm: fsck.ext4 Not tainted 3.10.0-327.el2.x86_64 #1
[13.058706] EXT4-fs warning (device dm-1): ext4_end_bio:332: I/O error -5 writing to inode 393232 (offset 2101248 size 4096 starting block 3993)
[46.191190] EXT4-fs warning (device dm-1): ext4_end_bio:332: I/O error -5 writing to inode 22 (offset 0 size 8192 starting block 40448)
[46.216028] EXT4-fs warning (device dm-1): ext4_end_bio:332: I/O error -5 writing to inode 17 (offset 0 size 4096 starting block 40450)
[46.216101] EXT4-fs warning (device dm-1): ext4_end_bio:332: I/O error -5 writing to inode 1179650 (offset 0 size 4096 starting block 40451)
[136.297714] EXT4-fs warning (device dm-1): ext4_end_bio:332: I/O error -5 writing to inode 17 (offset 0 size 0 starting block 40450)
```

Back up data before repairing the file system. Since file systems cannot be repaired when they are in use, switch to the single-user mode to unmount all file systems and then repair the file systems.

2. Restart the system and [switch to the single-user mode](#).
3. Query all available devices and file systems.

```
blkid
```

4. Check the file systems on device **vdb1**.

– For Ext file systems, run the following command:

```
fsck -n /dev/vdb1
```

– For XFS file systems, run the following command:

```
xfs_check /dev/vdb1
```

 NOTE

If the output indicates that the file systems are mounted, unmount these file systems.

1. Run the following command to query the file systems mounted on the device:  
**# mount**
2. Run the following command to unmount these file systems:  
**# Umount *Mount point***
5. Repair the file systems on device **vdb1**.
  - For Ext file systems, run the following command:  
**# fsck /dev/vdb1**
  - For XFS file systems, run the following command:  
**# xfs\_repair /dev/vdb1**

## 5.5 How Do I Fix File Creation Failures Due to Inode Exhaustion?

### Symptom

When you create a file or directory, you get the error message "No space left on device", "Cannot create directory", or "Couldn't create temporary archive name."

### Possible Causes

In Linux, both of the following use the disk space:

- Data
- Inode

 NOTE

An inode (index node) stores metadata of a file system object, such as a file, directory, device file, socket, and pipe in the file system, but does not contain the object's data and filename.

### Constraints

The procedures described in this section involve disk initialization. Back up data in advance.

### Solution

1. Run the following command to check the available space on the disk:  
**# df -h**



**Figure 5-4** Checking the available disk space

```
mkdir: cannot create directory 'test': No space left on device
[root@ecs-bbec data]# df -TH
Filesystem Type Size Used Avail Use% Mounted on
/dev/vda2 ext4 42G 4.5G 35G 12% /
devtmpfs devtmpfs 17G 0 17G 0% /dev
tmpfs tmpfs 17G 4.1k 17G 1% /dev/shm
tmpfs tmpfs 17G 9.0M 17G 1% /run
tmpfs tmpfs 17G 0 17G 0% /sys/fs/cgroup
/dev/vda1 ext4 1.1G 153M 801M 16% /boot
tmpfs tmpfs 3.4G 0 3.4G 0% /run/user/0
/dev/vdb1 ext4 106G 990M 100G 1% /home/gis
/dev/vdc1 ext4 106G 37G 64G 37% /home/data
tmpfs tmpfs 3.4G 0 3.4G 0% /run/user/1000
```

As shown in [Figure 5-4](#), the disk still has enough available space.

2. Run the following command to check the available inodes on the disk:

```
df -i
```

If the value of **Use%** in the command output is **100%**, inodes are used up. Perform the following operations to free up inodes:

- a. Archive files in all directories.  

```
tar czvf /tmp/backup.tar.gz /home/data
```
- b. Delete unnecessary files to release inodes.

## 5.6 Why Do I Get the Error "No space left on device" When I Create a File on a Linux ECS?

### Symptom

When you create a file on a Linux ECS, the error message "No space left on device" is displayed.

### Possible Causes

- The block usage on the disk reaches 100%.
- The inode usage on the disk reaches 100%.
- Certain disk space is not freed up because there are unreleased file handles.
- The value of **fs.inotify.max\_user\_watches** has been reached.

### 100% Block Usage

Run the following command to view the disk space usage:

```
df -h
```

If information similar to the following is displayed, the blocks have been used up.

Solution: Expand the capacity of the disk.

```
[root@ecs-linux-bj1 data1]# echo aaa > a
-bash: echo: write error: No space left on device
[root@ecs-linux-bj1 data1]# df -h .
Filesystem Size Used Avail Use% Mounted on
/dev/vdb1 89M 87M 0 100% /data1
[root@ecs-linux-bj1 data1]# df -i .
Filesystem Inodes IUsed IFree IUse% Mounted on
/dev/vdb1 24480 13 24467 1% /data1
[root@ecs-linux-bj1 data1]#
```

## 100% Inode Usage

Run the following command to view the inode usage:

**df -i**

If information similar to the following is displayed, the inodes have been used up.

Solution: Expand the capacity of the disk.

```
[root@ecs-linux-bj1 data1]# touch bbb
touch: cannot touch 'bbb': No space left on device
[root@ecs-linux-bj1 data1]# df -i .
Filesystem Inodes IUsed IFree IUse% Mounted on
/dev/vdb1 24480 24480 0 100% /data1
[root@ecs-linux-bj1 data1]# df -h .
Filesystem Size Used Avail Use% Mounted on
/dev/vdb1 89M 26M 56M 32% /data1
```

## Space Occupied by Deleted Files

1. Run the **df -h** command to check whether the block usage reaches 100%.
2. Run the **df -i** command to check whether the inode usage is relatively low, for example **1%**, as shown in the following figure.
3. Run the **du -sh** command to view the total disk space used by files. You may notice that there is a significant difference between the usage space and available space.

```
[root@ecs-linux-bj1 data1]# echo aaaa >> a
-bash: echo: write error: No space left on device
[root@ecs-linux-bj1 data1]# df -h .
Filesystem Size Used Avail Use% Mounted on
/dev/vdb1 89M 87M 0 100% /data1
[root@ecs-linux-bj1 data1]# df -i .
Filesystem Inodes IUsed IFree IUse% Mounted on
/dev/vdb1 24480 16 24464 1% /data1
[root@ecs-linux-bj1 data1]# du -sh .
6.9M .
```

Solution

1. Run the following command to list deleted files whose handles are still held open by processes:

**lsdf |grep delete**

```
[root@ecs-linux-bj1 data1]# ls -l | grep delete
-rw-r--r-- 1 root 1w REG 253,17 81920030 11 /data1/testfile (deleted)
-rw-r--r-- 1 root 1w REG 253,17 81920030 11 /data1/testfile (deleted)
[root@ecs-linux-bj1 data1]#
```

2. Run the following command to stop these processes one at a time:

**kill -9 Process ID**

```
[root@ecs-linux-bj1 data1]# kill -9 12803
[root@ecs-linux-bj1 data1]# kill -9 13156
[root@ecs-linux-bj1 data1]# df -h .
Filesystem Size Used Avail Use% Mounted on
/dev/vdb1 89M 8.4M 74M 11% /data1
[root@ecs-linux-bj1 data1]# echo aaaa >> a
```

## inotify Watch Limit Reached

If inotify watches are used up, "No space left on device" will be displayed.

```
ubuntu@VM-0-11-ubuntu:~/work$ sudo service docker start
Failed to add /run/systemd/ask-password to directory watch: No space left on device
Failed to add /run/systemd/ask-password to directory watch: No space left on device
ubuntu@VM-0-11-ubuntu:~/work$ df -h
Filesystem Size Used Avail Use% Mounted on
udev 414M 0 414M 0% /dev
tmpfs 87M 9.3M 78M 11% /run
/dev/vda1 50G 3.1G 44G 7% /
tmpfs 433M 24K 433M 1% /dev/shm
tmpfs 5.0M 0 5.0M 0% /run/lock
tmpfs 433M 0 433M 0% /sys/fs/cgroup
tmpfs 87M 0 87M 0% /run/user/500
```

Solution

1. Run the following command to edit the `/etc/sysctl.conf` file:

**vi /etc/sysctl.conf**

2. Add the following content to the file:

```
fs.inotify.max_user_watches = 524288
```

3. Run the following command for the modification to take effect:

**sysctl -p**

inotify is used to monitor file system events. By default, a maximum of 8192 files can be watched for each real user ID. You can run the following command to obtain the current limit:

**cat /proc/sys/fs/inotify/max\_user\_watches**

```
[root@ecs-linux-bj1 data1]# cat /proc/sys/fs/inotify/max_user_watches
8192
[root@ecs-linux-bj1 data1]#
```

If the limit is too low to watch all files, increase the limit.

## 5.7 Why the Buffer and Cache Occupy Too Much Memory of a Linux ECS?

### Symptom

When querying the system memory usage using **free** after the Linux ECS runs for a long period of time, you have found that most of the memory is used by buffer and cache.

```
Linux-nnkx:/home/yb/test # free -m
 total used free shared buffers cached
Mem: 48183 47343 840 0 4754 41996
-/+ buffers/cache:
 592 47591
Swap: 0 0 0
```

### Possible Causes

In Linux memory management, buffer refers to the buffer cache, and cache refers to the page cache.

- Buffer cache, which caches data that is read from and written to disk blocks  
For example, if the system writes a file, respective page cache pages will be modified, and buffer cache buffers will be marked as dirty. When writing dirty data back to the disk, the kernel only writes back the changes, rather than the entire page, to the disk.
- Page cache, which caches file data that is read from and written to files in file systems By default, Linux caches the read file data in the memory to facilitate quick data access.

Normally, Linux automatically releases buffers and cache if the system requires more memory, and a high cache memory usage does not affect the system performance.

### Solution

Buffers and cache are necessary for the smooth running of systems and devices in Linux. If the cache is forcibly cleared, disk data needs to be read from the disk, which decreases the system performance.

#### NOTE

To clear the buffers and cache, run the following command:

```
echo 3 > /proc/sys/vm/drop_caches
```

The command execution may take several seconds, depending on the memory size. After the command is executed, the occupied memory will be released.

# 6 GPU Driver Issues

---

## 6.1 Why Is the GPU Driver Abnormal?

### Symptom

When you run the following command on a GPU-accelerated ECS to view the CPU usage, the system displays a message indicating that the specified program cannot be executed or the file path does not exist.

#### **nvidia-smi**

Information similar to the following is displayed:

```
-bash: /bin/nvidia-smi: No such file or directory
```

or

```
nvidia-smi: command not found
```

### Possible Causes

The ECS driver is abnormal, not installed, or uninstalled.

### Solution

- If the GPU driver is not installed, install it.  
For details, see [Installing a Driver and Toolkit](#).
- If the driver has been uninstalled:  
Run the **history** command to check whether an uninstallation has been performed.  
Go to the **/var/log** directory and check whether the **nvidia-uninstall.log** file exists. If the log exists, the GPU driver has been uninstalled. Reinstall the GPU driver.
- If the driver has been installed but the driver status is abnormal:
  - a. Uninstall the driver.

- Method 1: Run the **nvidia-uninstall** command to uninstall the driver. If the system displays a message indicating that the command does not exist, use [method 2](#).
- Method 2: Run the **whereis nvidia** command to query the version of the driver installed on the ECS.

**Figure 6-1** Installed driver version

```
[~]# whereis nvidia
nvidia: /usr/share/nvidia /usr/src/nvidia-396.44/nvidia
[~]#
```

Download the driver package of the same version as the obtained one from the [NVIDIA official website](#). (This driver package is required when you uninstall and reinstall the driver.)

For example, if the driver version is nvidia-396.44, run the **sh NVIDIA-Linux-x86\_64-396.44.run --uninstall** command to uninstall the driver.

- b. Reinstall the driver.

For details, see [Installing a Driver and Toolkit](#).

## 6.2 Why Is the GPU Driver Unavailable?

### Symptom

Run the **nvidia-smi** command to check the GPU usage. The following information is displayed:

```
NVIDIA-SMI has failed because it couldn't communicate with the NVIDIA driver. Make sure that the latest NVIDIA driver is installed and running.
```

**Figure 6-2** GPU driver unavailable

```
[root] ~]# nvidia-smi
NVIDIA-SMI has failed because it couldn't communicate with the NVIDIA driver. Make sure that the latest NVIDIA driver is installed and running.
```

### Possible Causes

The system kernel is upgraded, resulting in GPU driver unavailability.

### Troubleshooting

Run the corresponding command on the server to check the version of the kernel where the driver is installed:

- CentOS: **find /usr/lib/modules -name nvidia.ko**
- Ubuntu: **find /lib/modules -name nvidia.ko**

For example, run the preceding command in CentOS. If the command output shown in [Figure 6-3](#) is displayed, the GPU driver is installed on the 3.10.0-957.5.1.el7.x86\_64 kernel.

**Figure 6-3** Version of the kernel where the driver is installed

```
[root@ecs-6711 ~]# find /usr/lib/modules -name nvidia.ko
/usr/lib/modules/3.10.0-957.21.3.el7.x86_64/kernel/drivers/video/nvidia.ko
[root@ecs-6711 ~]#
```

Run the **uname -r** command. The command output shown in **Figure 6-4** indicates that the current kernel version is 3.10.0-1160.24.1.el7.x86\_64.

**Figure 6-4** Current kernel version

```
[root@ecs-6838 ~]# uname -r
3.10.0-1160.24.1.el7.x86_64
[root@ecs-6838 ~]#
```

The version of the kernel where the driver is installed is different from the current kernel version.

## Solution

- Method 1: Restart the ECS and select the kernel version used when the GPU driver was installed.
  - a. In the ECS list, locate the row that contains the target ECS and click **Remote Login** in the **Operation** column. In the displayed dialog box, click **Log In** in the **Other Login Modes** area.
  - b. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
  - c. Refresh the page quickly and press the up and down arrow keys to stop the ECS from restarting. Then, select the kernel version used when the GPU driver was installed and press **Enter** to enter the system. The GPU driver becomes available in the current kernel version.
- Method 2: Reinstall the driver based on the new kernel version.
  - a. Uninstall the driver.
    - a. Run the **nvidia-uninstall** command to uninstall the driver.  
If the system displays a message indicating that the command does not exist, go to **b**.
    - b. Run the **whereis nvidia** command to query the version of the driver installed on the ECS.

**Figure 6-5** Installed driver version

```
[root@ecs-6838 ~]# whereis nvidia
nvidia: /usr/share/nvidia /usr/src/nvidia-396.44/nvidia
[root@ecs-6838 ~]#
```

Download the driver package of the same version as the obtained one from the [NVIDIA official website](#). (This driver package is required when you uninstall and reinstall the driver.)

For example, if the driver version is `nvidia-396.44`, run the **sh** `NVIDIA-Linux-x86_64-396.44.run --uninstall` command to uninstall the driver.

- b. Reinstall the driver.

For details, see [Installing a Driver and Toolkit](#).

## 6.3 Why Is the T4 GPU Display Abnormal?

### Symptom

An ECS, for example, of the PI2 or G6 flavor, is using NVIDIA Tesla T4 GPUs. However, when you run `nvidia-smi` to check the GPU usage, the following information is displayed:

```
No devices were found
```

### Possible Causes

NVIDIA Tesla T4 GPU is a new version of NVIDIA. By default, the GSP firmware is enabled and used. As a result, the GPU cannot be identified.

### Solution

#### NOTE

The following settings will become invalid after the ECS is restarted.

1. Remove the NVIDIA kernel module.  

```
rmmod nvidia_drm
rmmod nvidi_modeset
rmmod nvidia
```
2. Disable GSP firmware and load the NVIDIA kernel module.  

```
modprobe nvidia NVreg_EnableGpuFirmware=0
modprobe nvidia_drm
modprobe nvidia_modeset
```
3. If the fault persists, contact customer service.

## 6.4 How Do I Troubleshoot GPU Start Failures Caused by NULL Pointer Dereference on NVIDIA?

### Symptom

A GPU instance fails to be started. The system log shows "Unable to handle kernel NULL pointer dereference at 0000000000000008", as shown in [Figure 6-6](#).



**Figure 6-6** NVIDIA driver NULL pointer access

```
[21152.003950] nvidia 0000:21:01.0: irq 42 for MSI/MSI-X
[21152.003971] nvidia 0000:21:01.0: irq 43 for MSI/MSI-X
[21152.003992] nvidia 0000:21:01.0: irq 44 for MSI/MSI-X
[21152.532634] BUG: unable to handle kernel NULL pointer dereference at 0000000000000008
[21152.532836] IP: [
```

## Possible Causes

The GPU driver is abnormal.

## Solution

1. Uninstall the driver.
  - Method 1: Run the **nvidia-uninstall** command to uninstall the driver.  
If the system displays a message indicating that the command does not exist, use [method 2](#).
  - Method 2: Run the **whereis nvidia** command to query the version of the driver installed on the ECS.

**Figure 6-7** Installed driver version

```
[~]# whereis nvidia
nvidia: /usr/share/nvidia /usr/src/nvidia-396.44/nvidia
[~]#
```

Download the driver package of the same version as the obtained one from the [NVIDIA official website](#). (This driver package is required when you uninstall and reinstall the driver.)

For example, if the driver version is nvidia-396.44, run the **sh NVIDIA-Linux-x86\_64-396.44.run --uninstall** command to uninstall the driver.

2. Reinstall the driver.  
For details, see [Installing a Driver and Toolkit](#).

# 7 SSH Connection Issues

---

## 7.1 How Do I Keep an SSH Session Alive?

### Scenarios

This section describes how to keep an SSH session being connected to an ECS running CentOS 6.5.

The method described here applies to ECSs running CentOS or EulerOS.

#### NOTE

Restarting `sshd` in the following procedure will disconnect SSH sessions.

### Procedure

Modify the `/etc/ssh/sshd_config` file to keep an SSH session alive.

1. Add the following configuration items to the `/etc/ssh/sshd_config` file:

```
ClientAliveInterval 600
ClientAliveCountMax 10
```

**ClientAliveInterval 600** indicates that the ECS sends a request to the SSH client every 600 seconds to keep the SSH connection alive.

**ClientAliveCountMax 10** indicates that the ECS automatically disconnects from the client if the client does not respond for 10 times after the ECS sends requests.

In such a case, the unresponsive SSH client will be disconnected after approximately 6,000 seconds (600 x 10).

 NOTE

**ClientAliveInterval** is a timeout interval in seconds. If the ECS receives no data from the client within the timeout interval, the ECS will send a message through the encrypted channel to request a response from the client. The default value is **0**, indicating that these messages will not be sent to the client. The **ClientAliveInterval** option applies to SSH protocol version 2 only.

**ClientAliveCountMax** specifies the number of client active messages which may be sent when the sshd service does not receive any messages back from the client. If this threshold is reached while client alive messages are being sent, sshd will disconnect the client, terminating the session.

The use of client alive messages is very different from **TCPKeepAlive**. The client alive messages are sent through the encrypted channel and therefore will not be spoofable. The TCP keepalive option enabled by **TCPKeepAlive** is spoofable.

2. Run the following command to restart sshd for the configuration to take effect:
  - CentOS 6  
**# service sshd restart**
  - CentOS 7 or EulerOS  
**# systemctl restart sshd**

## 7.2 How Can I Allow or Deny Login from Specific Users or IP Addresses to an ECS Using SSH?

### Scenarios

This section describes how to allow or deny specific users or IP addresses to access an ECS using SSH.

### Constraints

- DenyHosts has been installed on the ECS.
- Restarting the sshd service at a time that does not affect service running.

### Method 1: Edit the sshd Configuration File

1. Allowing Specific Users (Whitelist)

Add the usernames and IP addresses to be allowed to **AllowUsers** in the **/etc/ssh/sshd\_config**. For example, to allow user **test** to access the ECS through 192.168.1.2, add **test@192.168.1.2** to **AllowUsers**:

```
AllowUsers test@192.168.1.2
```

 NOTE

After the configuration takes effect, only the allowed users can log in to the ECS.

2. Denying Specific Users (Blacklist)

Add the usernames to be denied to **DenyUsers** in the **/etc/ssh/sshd\_config**. For example, to deny user **testuser** to access the ECS, add **testuser** to **DenyUsers**:

```
DenyUsers testuser
```

Restart sshd for the modifications to take effect.

For CentOS 6, run the following command:

```
service sshd restart
```

For CentOS 7 or EulerOS, run the following command:

```
systemctl restart sshd
```

## Method 2: Use DenyHosts

The `/etc/hosts.allow` and `/etc/hosts.deny` files of a Linux ECS are used to allow or deny access from an IP address or an IP address range to the ECS using SSH.

1. To allow the IP address 192.168.1.3 to access the ECS using SSH, add the following content to the `/etc/hosts.allow` file:  
sshhd: 192.168.1.3
2. To deny all IP addresses to access the ECS using SSH, add the following content to the `/etc/hosts.deny` file:  
sshhd: ALL

### NOTE

`hosts.allow` has a higher priority than `hosts.deny`. In the preceding example, only SSH login from 192.168.1.3 is allowed. All other SSH connections to the ECS will be denied.

## 7.3 Why Can't I Access an ECS Running CentOS 7 Using SSH After I Changed the Default SSH Port?

### Symptom

After the default port of the SSH service is changed, and inbound traffic on the new port is allowed by the ECS security group, you cannot access the ECS using SSH.

### Constraints

The operations described in this section apply to ECSs running CentOS 7.

### Possible Causes

1. Run the following command to check whether firewalld is enabled on the ECS:

```
systemctl status firewalld
```

Figure 7-1 firewalld enabled

```
[root@ecs-test ~]# systemctl status firewalld
■ firewalld.service - firewalld - dynamic firewall daemon
 Loaded: loaded (/usr/lib/systemd/system/firewalld.service; disabled; vendor preset: enabled)
 Active: active (running) since Wed 2019-06-19 11:41:21 CST; 44s ago
 Docs: man:firewalld(1)
 Main PID: 5059 (firewalld)
 CGroup: /system.slice/firewalld.service
 └─5059 /usr/bin/python -Es /usr/sbin/firewalld --nofork --nopid

Jun 19 11:41:20 ecs-test systemd[1]: Starting firewalld - dynamic firewall daemon...
Jun 19 11:41:21 ecs-test systemd[1]: Started firewalld - dynamic firewall daemon.
```

As shown in [Figure 7-1](#), firewalld is enabled.

2. Run the following command to view the rules in firewalld:  
**# firewall-cmd --list-all**

**Figure 7-2** firewalld rules

```
[root@ecs-test ~]# firewall-cmd --list-all
public (active)
 target: default
 icmp-block-inversion: no
 interfaces: eth0
 sources:
 services: ssh dhcpv6-client
 ports:
 protocols:
 masquerade: no
 forward-ports:
 source-ports:
 icmp-blocks:
 rich rules:
```

As shown in [Figure 7-2](#), the current zone of the firewall is public. By default, only the SSH and dhcpv6-client services are allowed in the public zone. The SSH service uses the default port 22. If the SSH service uses a different port, the SSH connections will be refused.

## Solution

- Method 1: Stop firewalld and Disable Its Automatic Startup  
Use security groups and network ACLs for access control. If firewalld needs to be enabled, perform operations described in [Method 2](#).  
**# systemctl stop firewalld**  
**# systemctl disable firewalld**
- Method 2: Open Port 55660 in firewalld  
**# firewall-cmd --add-port=55660/tcp --permanent --zone=public**  
**# firewall-cmd --reload**

## 7.4 How Can I Resolve ECS Login Failures Due to Corrupt /etc/passwd?

### Scenarios

This section describes how to handle login failures caused by corrupt `/etc/passwd` on a Linux ECS.

 NOTE

- The emergency recovery solution in this section requires you to replace the corrupt **/etc/passwd** with the initial backup file **/etc/passwd-** in single-user mode. This operation may cause the loss of user information you added, including application running users. You can add such accounts again by referring to **/etc/shadow**.
- This solution involves restarting the ECS, which will interrupt services running on it.

## Symptom

Multiple services in Linux fail to be started, such as **Failed to start Login service** and **Failed to start Authorization service**.

When you try to log in after the system is started, the system displays a message indicating that the password is incorrect.

```
[3.868117] cloud-init[371]: userhome = pwd.getpwnam(os.getuid()).pw_dir
[3.868362] cloud-init[371]: KeyError: 'getpwnam(): uid not found: 0'
[FAILED] Failed to start Initial cloud-init job (pre-networking).
See 'systemctl status cloud-init-local.service' for details.
[OK] Reached target Network (Pre).
[OK] Started Update UTMP about System Boot/Shutdown.
[OK] Reached target System Initialization.
[OK] Reached target Timers.
[OK] Reached target Paths.
[OK] Listening on D-Bus System Message Bus Socket.
[OK] Reached target Sockets.
[OK] Reached target Basic System.
Starting Login Service...
Starting Authorization Manager...
Starting Postfix Mail Transport Agent...
Starting System Logging Service...
Starting Dump dmesg to /var/log/dmesg...
Starting /etc/rc.d/rc.local Compatibility...
Starting Dynamic System Tuning Daemon...
[OK] Started irqbalance daemon.
Starting irqbalance daemon...
[OK] Started D-Bus System Message Bus.
Starting D-Bus System Message Bus...
[INFO] Network Manager is not active.
[DEPEND] Dependency failed for Network Manager Wait Online.
Starting LSB: Bring up/down networking...
[OK] Started System Logging Service.
[FAILED] Failed to start Login Service.
See 'systemctl status systemd-logind.service' for details.
[FAILED] Failed to start Authorization Manager.
See 'systemctl status polkit.service' for details.
[DEPEND] Dependency failed for Dynamic System Tuning Daemon.
[OK] Started Dump dmesg to /var/log/dmesg.
[OK] Started /etc/rc.d/rc.local Compatibility.
[OK] Found device /dev/hvcb.
[FAILED] Failed to start Postfix Mail Transport Agent.
See 'systemctl status postfix.service' for details.
[FAILED] Failed to start LSB: Bring up/down networking.
See 'systemctl status network.service' for details.
```

## Possible Causes

The **/etc/passwd** and **/etc/shadow** files record all user information with one entry per line, each representing a user account. If the files get corrupted or deleted, the login service **systemd-logind.service** fails to be started. As a result, users cannot log in to the system.

## Solution

1. Restart the ECS on the console and enter the single-user mode.  
For details, see [How Do I Reset the Password for User root in Single-User Mode on a Linux ECS?](#)

2. Check the **/etc/passwd** file:

```
cat /etc/passwd
```

```
[root@oracle mnt]# cat etc/passwd
REDIS0007# redis-ver3.2.3#
redis-bits#0#ctime##R#Zused-mem###0
s#>
[root@oracle mnt]#
```

3. Check whether the passwd file is corrupted. If it is, replace it with the initial backup file:

```
cp /etc/passwd- /etc/passwd
```

 NOTE

This operation will cause the loss of the user information you added, including users who own applications. This will lead to application startup failures. After the fault is rectified, add these users to the passwd file.

4. Exit the current root directory and switch to the root directory of initramfs:  

```
exit
```
5. Restart the ECS.
6. (Optional) After the system is started, add the lost users. For example, add the Nginx owner **nobody** and set its shell to `/sbin/nologin`. Add users as needed, and set the shell of users who needs to log in to the system to `/bin/bash`.

```
useradd nobody -s /sbin/nologin
```

## 7.5 Why Does It Takes a Long Time to Connect to an ECS Using SSH After UseDNS Is Enabled?

### Symptom

It takes a long time to connect to an ECS using SSH.

### Possible Causes

After the UseDNS option is enabled for the sshd service on the SSH server, when a client attempts to connect to the server using SSH, the server performs a DNS PTR reverse query to obtain the client's host name based on the client's IP address, and then performs a DNS forward A record query based on the client's host name, and check whether the two IP addresses are the same. This is a measure to prevent client spoofing. But in general, dynamic IP addresses do not have PTR records. Therefore, you are advised to disable this option.

You can run the following command to check whether UseDNS is enabled:

```
grep UseDNS /etc/ssh/sshd_config
```

If the value is **yes** or the line is commented out, UseDNS is enabled. Disable UseDNS by performing the following operations.

### Solution

1. Edit the `/etc/ssh/sshd_config` file:  

```
vi /etc/ssh/sshd_config
```
2. Change the value of UseDNS to **no**.  

```
UseDNS no
```
3. Restart the sshd service.
  - CentOS 6

- ```
# service sshd restart
- CentOS 7 or EulerOS
# systemctl restart sshd
```

7.6 Why Does sshd Fail to Be Started on a Linux ECS?

Symptom

The sshd service fails to be started on a Linux ECS, and `/var/empty/sshd` cannot be accessed.

```
[root@test ssh]# systemctl restart sshd
Job for sshd.service failed because the control process exited with error code. See "systemctl status sshd.service" and "journalctl -xe" for details.
[root@test ssh]# systemctl status sshd
■ sshd.service - OpenSSH server daemon
   Loaded: loaded (/usr/lib/systemd/system/sshd.service; enabled; vendor preset: enabled)
   Active: activating (auto-restart) (Result: exit-code) since Thu 2018-05-17 17:31:14 CST; 10s ago
     Docs: man:sshd(8)
           man:sshd_config(5)
   Process: 1966 ExecStart=/usr/sbin/sshd -D $OPTIONS (code=exited, status=255)
   Main PID: 1966 (code=exited, status=255)
May 17 17:31:14 test.novalocal systemd[1]: sshd.service: main process exited, code=exited, status=255/n/a
May 17 17:31:14 test.novalocal systemd[1]: Failed to start OpenSSH server daemon.
May 17 17:31:14 test.novalocal systemd[1]: Unit sshd.service entered failed state.
May 17 17:31:14 test.novalocal systemd[1]: sshd.service failed.
```

Scenarios

The operations described in this section apply to ECSs running CentOS 7 or EulerOS. For other Linux OSs, the operations may be different.

Cause 1: Owner of `/var/empty/sshd` Is Not root

1. The sshd service fails to be started, and the journal log records `"/var/empty/sshd must be owned by root and not group or world-writable."`

```
# journalctl -xe
```

```
May 17 17:31:57 ecs-centos72-test systemd: Failed to start OpenSSH server daemon.
May 17 17:31:57 ecs-centos72-test systemd: Unit sshd.service entered failed state.
May 17 17:31:57 ecs-centos72-test systemd: sshd.service failed.
May 17 17:32:39 ecs-centos72-test systemd: sshd.service holdoff time over, scheduling restart.
May 17 17:32:39 ecs-centos72-test systemd: Starting OpenSSH server daemon...
May 17 17:32:39 ecs-centos72-test sshd: /var/empty/sshd must be owned by root and not group or world-writable.
May 17 17:32:39 ecs-centos72-test systemd: sshd.service: main process exited, code=exited, status=255/n/a
May 17 17:32:39 ecs-centos72-test systemd: Failed to start OpenSSH server daemon.
May 17 17:32:39 ecs-centos72-test systemd: Unit sshd.service entered failed state.
May 17 17:32:39 ecs-centos72-test systemd: sshd.service failed.
```

2. Check the owner of the `/var/empty/sshd` file.

```
# ll /var/empty/sshd
```

```
[root@test ssh]# ll /var/empty/
total 4
drwx--x--x. 2 linux linux 4096 Oct 20 2017 sshd
```

As shown in the preceding figure, the owner of the `/var/empty/sshd` file is not `root`.

3. Modify the owner and permissions of the `/var/empty/sshd` file.

```
# chown -R root.root /var/empty/sshd
```

```
# chmod -R 711 /var/empty/sshd
```

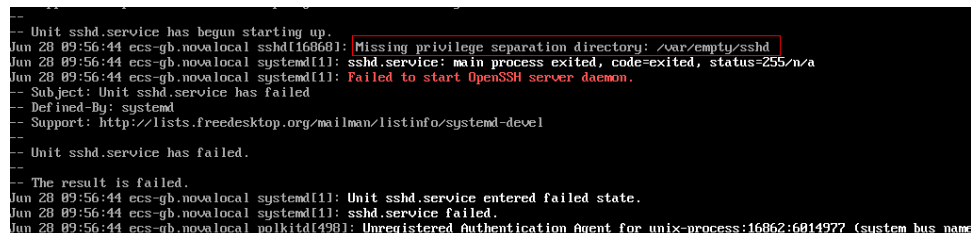
4. Run the following command to restart the sshd service:

```
# systemctl restart sshd
```


Cause 2: /var/empty/sshd Does Not Exist

1. Run the following command to query the failure causes:

```
journalctl -xe
```



```
-- Unit sshd.service has begun starting up.
Jun 28 09:56:44 ecs-gb.novalocal sshd[16868]: Missing privilege separation directory: /var/empty/sshd
Jun 28 09:56:44 ecs-gb.novalocal systemd[1]: sshd.service: main process exited, code=exited, status=255/n/a
Jun 28 09:56:44 ecs-gb.novalocal systemd[1]: Failed to start OpenSSH server daemon.
-- Subject: Unit sshd.service has failed
-- Defined-By: systemd
-- Support: http://lists.freedesktop.org/mailman/listinfo/systemd-devel
--
Unit sshd.service has failed.
--
-- The result is failed.
Jun 28 09:56:44 ecs-gb.novalocal systemd[1]: Unit sshd.service entered failed state.
Jun 28 09:56:44 ecs-gb.novalocal systemd[1]: sshd.service failed.
Jun 28 09:56:44 ecs-gb.novalocal polkitd(498): Unregistered Authentication Agent for unix-process:16862:6014977 (system bus name
```

2. As shown in the preceding figure, the sshd service fails to be started because the `/var/empty/sshd` file does not exist. Run the following command to manually create the file:

```
# mkdir -p /var/empty/sshd
```

3. Restart the sshd service.

```
# systemctl restart sshd
```

7.7 How Do I Disable Login to an ECS Using SSH Password?

Scenarios

To ensure ECS security, you need to change the access key of an ECS regularly, or disable the SSH password login.

This section describes how to disable the SSH password authentication.

NOTE

After disabling SSH password login, you can still log in to the ECS using the password on the ECS console. Keep your password secure.

Procedure

1. Log in to Linux ECS and run the following command to edit the SSH connection:

```
vi /etc/ssh/sshd_config
```

Modify the following item:

Change the value of **PasswordAuthentication** from **yes** to **no**.

2. Restart sshd for the modification to take effect.

```
service sshd restart
```

3. Restart the ECS and use the SSH password to log in to the ECS. If the message "Disconnected:No supported authentication methods available" is displayed, the SSH password login has been disabled.

7.8 Why Are Connections to a Linux ECS Using SSH or to Applications on the ECS Interrupted Occasionally?

Scenarios

This section applies to the scenario where the connection to a Linux ECS using SSH or the access to applications on the ECS is interrupted occasionally.

Constraints

1. Modifying kernel parameters may render kernel unstable.
2. To ensure the system running stability, restart the system at a proper time after modifying kernel parameters.

Possible Causes

1. Check whether the `net.ipv4.tcp_tw_recycle` and `net.ipv4.tcp_tw_reuse` options are enabled to quickly reclaim and reuse TIME_WAIT connections:

```
# sysctl -a |grep tcp_tw
```

As shown in [Figure 7-3](#), the options have been enabled.

Figure 7-3 TIME_WAIT

```
[root@ecs-feilsystemd-test ~]# sysctl -a |grep tcp_tw
sysctl: reading key "net.ipv6.conf.all.stable_secret"
sysctl: reading key "net.ipv6.conf.default.stable_secret"
sysctl: reading key "net.ipv6.conf.eth0.stable_secret"
sysctl: reading key "net.ipv6.conf.lo.stable_secret"
net.ipv4.tcp_tw_recycle = 1
net.ipv4.tcp_tw_reuse = 1
```

2. With these two options enabled, TIME_WAIT connections will be quickly reclaimed and reused, resulting in disconnections. By default, these two options are disabled.

NOTE

In the NAT environment, multiple terminals use the same public IP address, and one-to-one connection between the server and client cannot be implemented. If these two options are enabled, the server will reclaim and reuse TCP connections in the TIME_WAIT state, resulting in disconnections.

Procedure

1. Disable the preceding two kernel parameters by adding the following content to the `/etc/sysctl.conf` file:

```
net.ipv4.tcp_tw_recycle = 0
net.ipv4.tcp_tw_reuse = 0
```

2. Run the following command for the modification to take effect:

```
# sysctl -p
```

 **NOTE**

If kernel parameters are modified at runtime, the kernel may fail to load the parameters stably. You are advised to restart the system at a proper time.

8 Multi-User Login Issues

8.1 How Do I Configure Multi-User Logins for an ECS Running Windows Server 2012?

Scenarios

This section uses an ECS running Windows Server 2012 as an example to describe how to enable concurrent logins by multiple users.

An ECS running Windows Server 2012, by default, allows concurrent logins by two users. To allow the logins by more users, configure the remote desktop session host and remote desktop licensing.

Precautions

- Ensure that the ECS bandwidth resources are sufficient to prevent ECS freezing or login exceptions caused by heavy loads.
- The port for logging in to the ECS must have been enabled in the inbound direction of the security group to which the ECS belongs. By default, port 3389 is used.
- The target ECS already has an EIP bound.
- After multi-user logins are configured, different users can log in to the ECS without affecting each other.
- The configuration in this section enables concurrent logins by multiple users or multiple concurrent logins using one account. A remote desktop license is valid for only 120 days. After the license expires, multi-user logins will be unavailable. For instructions about how to activate Remote Desktop Licensing, see [How Do I Apply for a License for Authenticating Multi-User Sessions and Activate an ECS?](#)
- After multi-user logins are configured on a Windows ECS, the browser may fail to be opened by multiple users. For details about how to handle the problem, see [Why Does a Browser Launch Error Occur in Multi-User Login?](#)

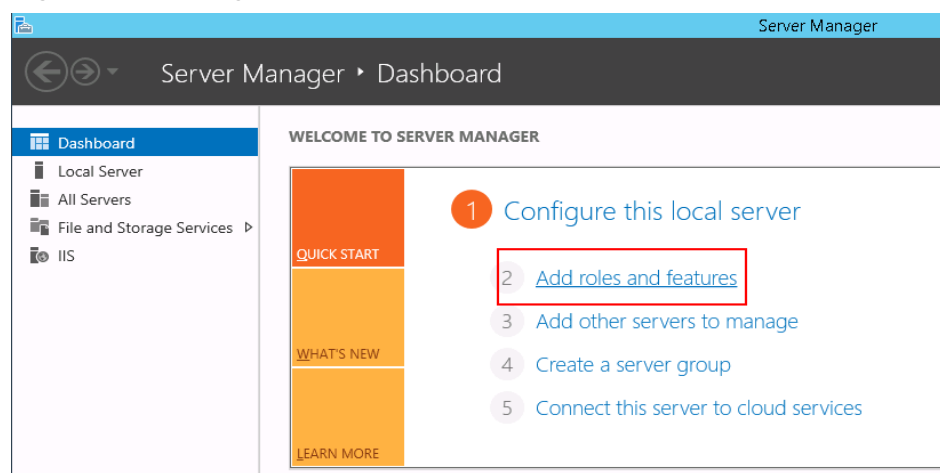
Procedure

1. [Configuring Remote Desktop Session Host and Remote Desktop Licensing](#)
2. [Enabling Multi-User Logins](#)
3. [Adding a New User to the Remote Desktop Users Group](#)

Configuring Remote Desktop Session Host and Remote Desktop Licensing

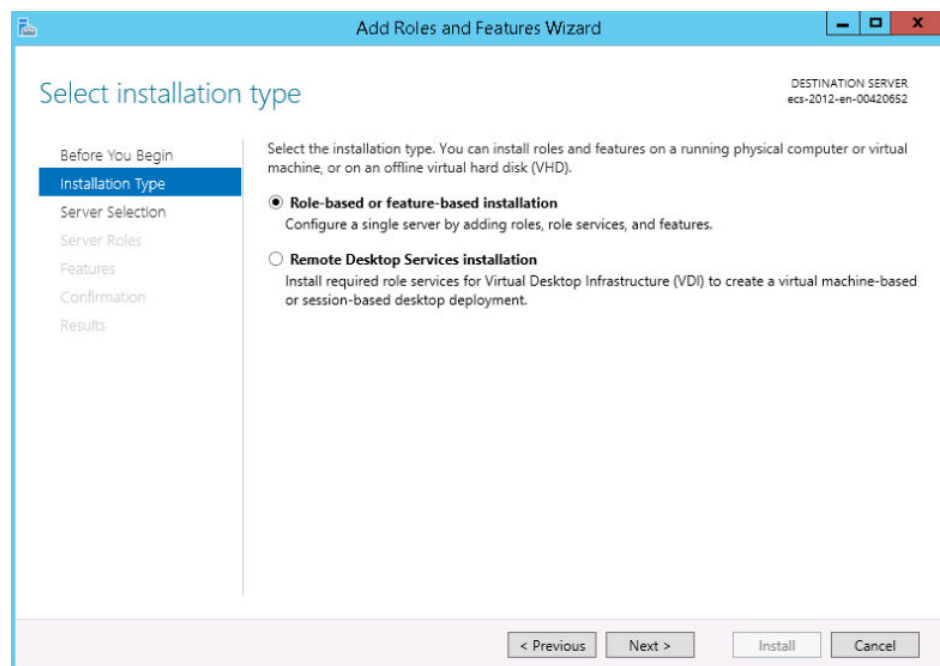
1. Log in to the Windows ECS.
2. On the OS, click  to open **Server Manager**. Click **Add roles and features**.

Figure 8-1 Adding roles and features

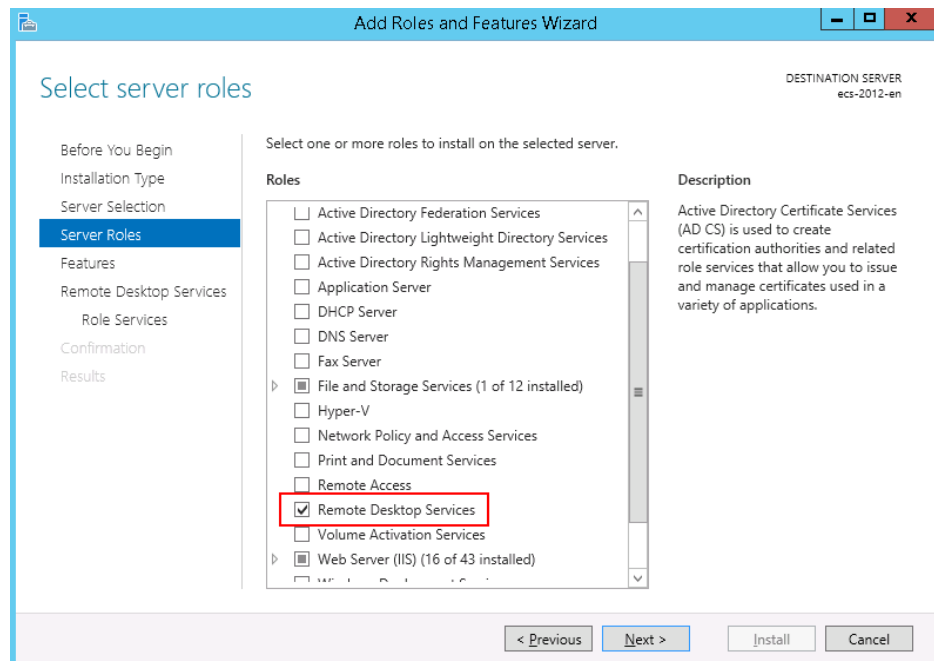


3. Retain the default settings and click **Next**. On the displayed installation page, select **Role-based or feature-based installation** and click **Next**.

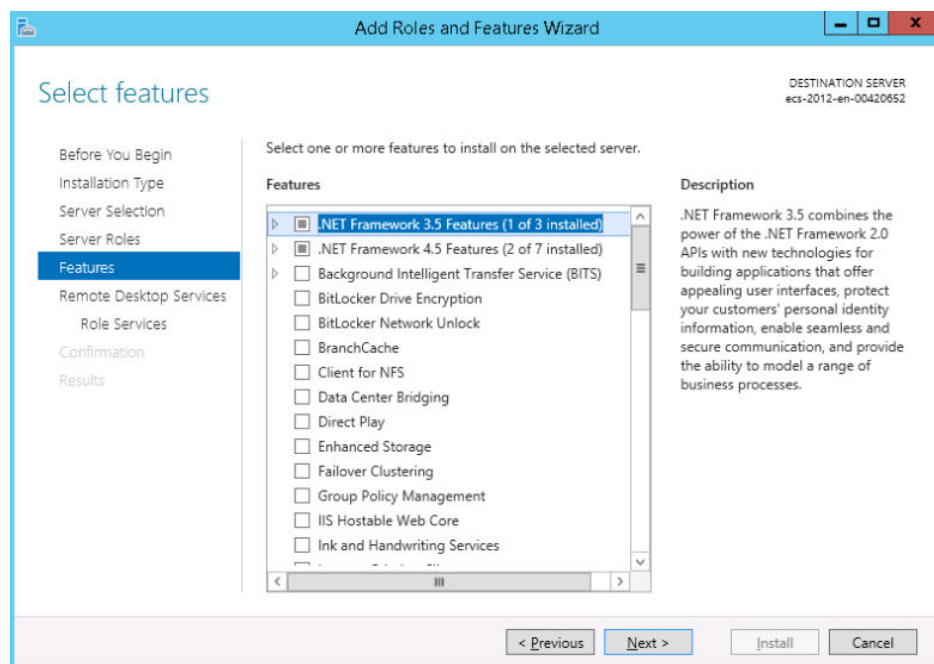
Figure 8-2 Selecting an installation type



4. Choose **Server Selection**, select **Select a server from the server pool**, and click **Next**.
5. Choose **Server Roles**, select **Remote Desktop Services**, and click **Next**.

Figure 8-3 Selecting Remote Desktop Services

6. On the **Features** page, retain default settings and click **Next** twice.

Figure 8-4 Features

7. On the **Role Services** page, select **Remote Desktop Session Host** and **Remote Desktop Licensing**. In the displayed dialog box, click **Add Features** and then **Next**.

Figure 8-5 Adding features

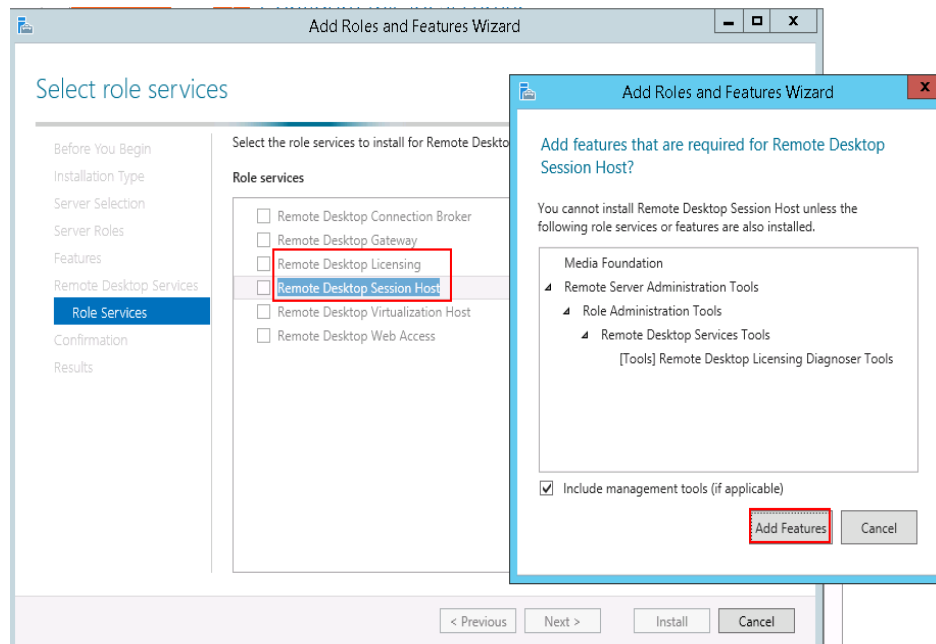
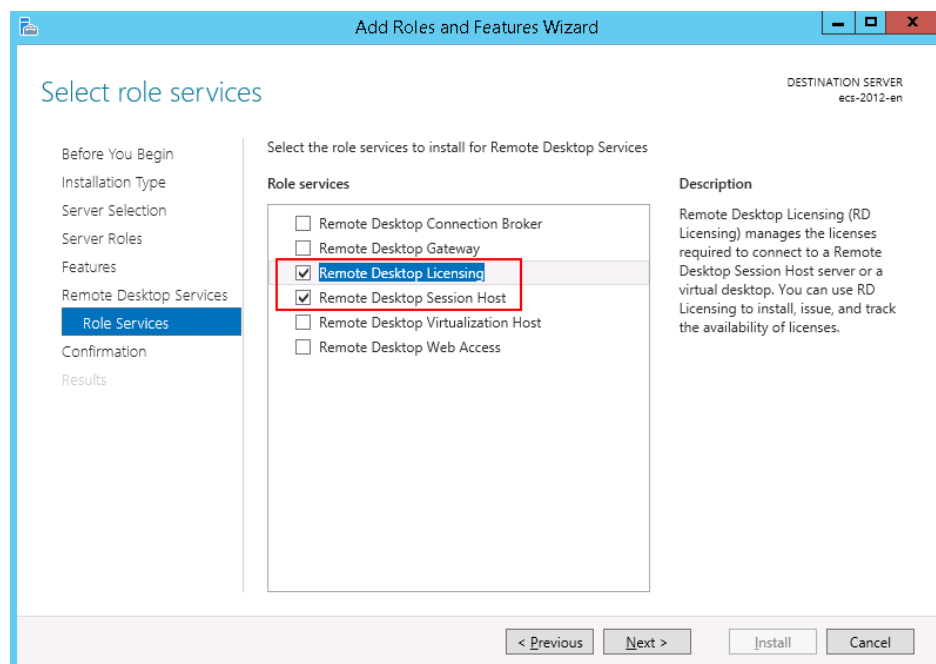


Figure 8-6 Selecting Remote Desktop Licensing



8. Confirm installation selections and click **Install**.

Figure 8-7 Confirming installation selections

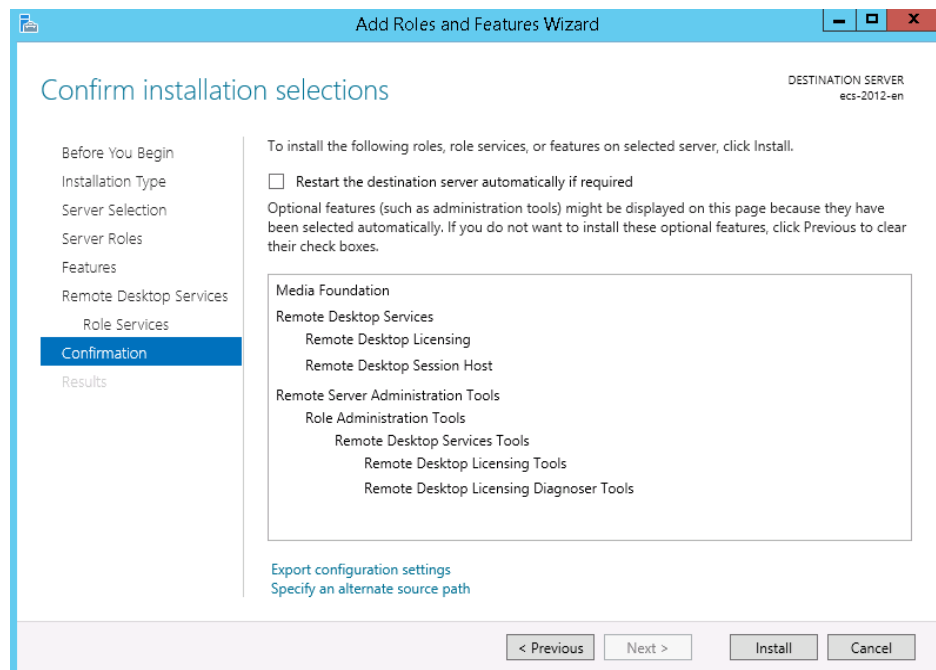
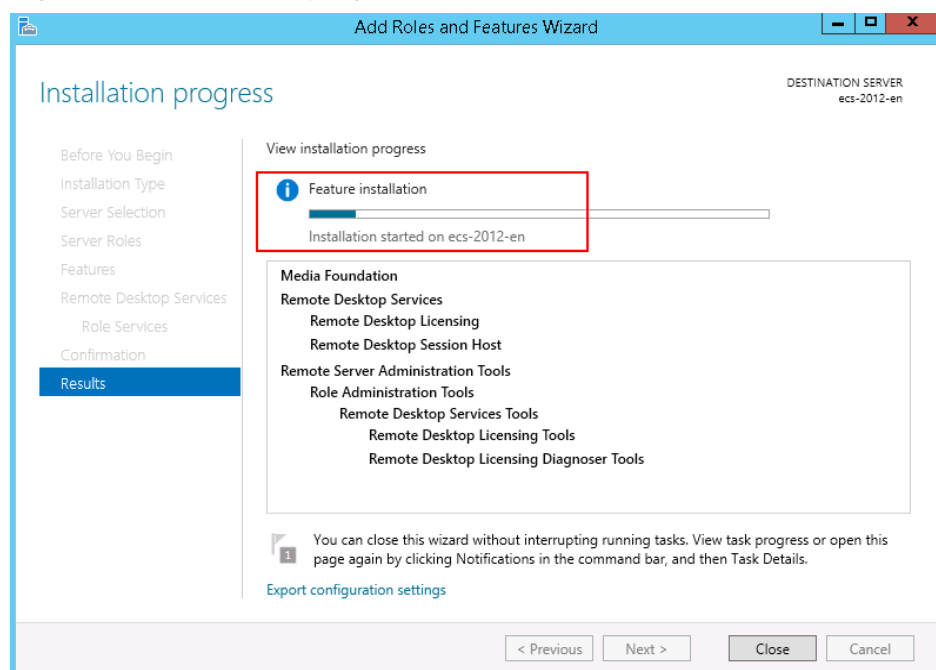
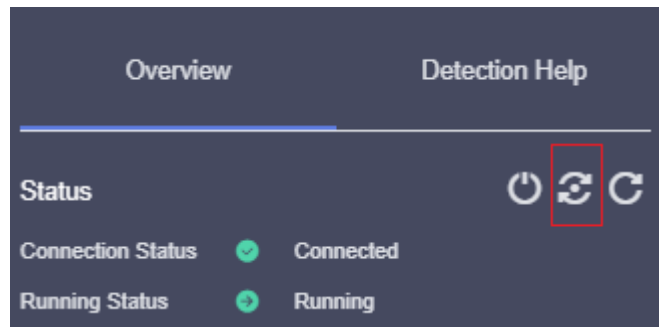


Figure 8-8 Installation progress



9. After the installation is complete, restart the ECS.

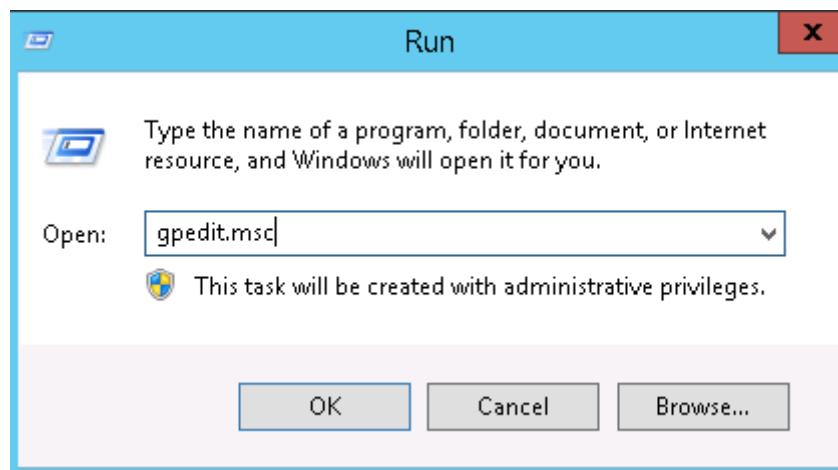
Figure 8-9 Restarting the ECS



Enabling Multi-User Logins

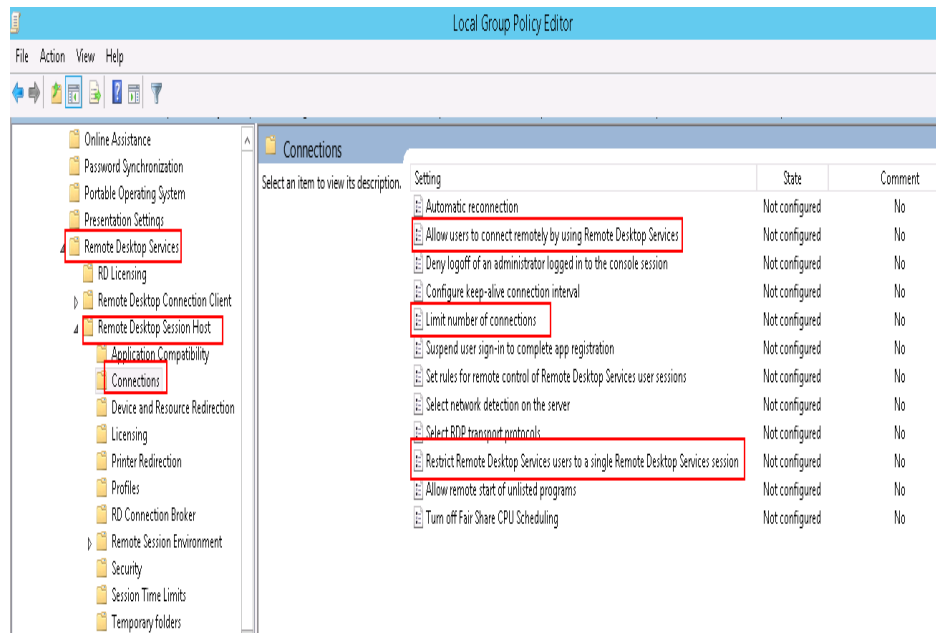
1. In the **Run** dialog box, enter **gpedit.msc** and click **OK** to start Local Group Policy Editor.

Figure 8-10 gpedit.msc



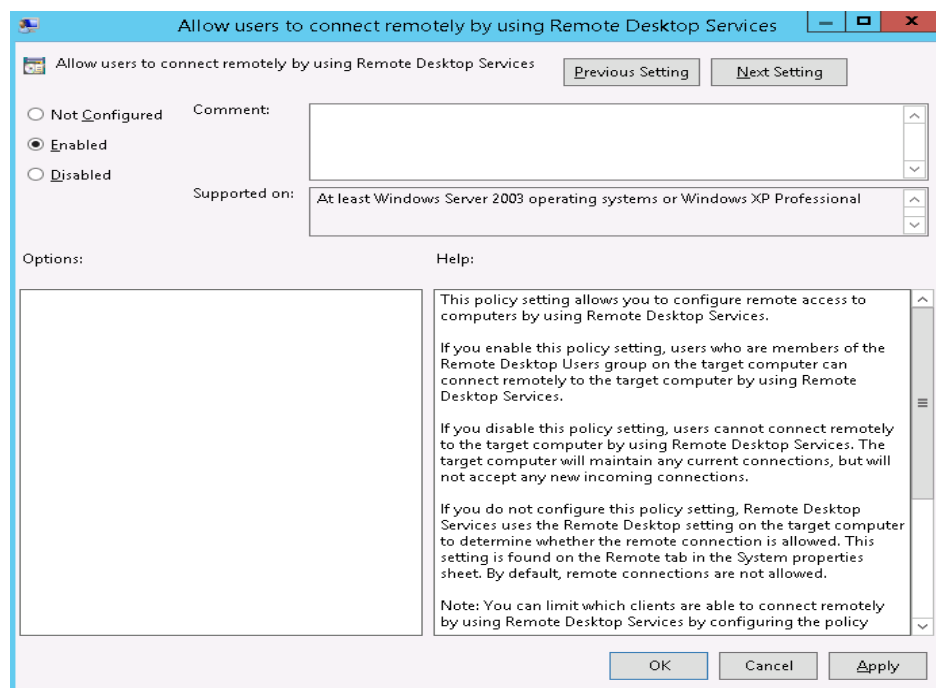
2. Choose **Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Connections**. Configure **Allow user to connect remotely by using Remote Desktop Services**, **Limit number of connections** (based on site requirements), and **Restrict Remote Desktop Services users to a single Remote Desktop Services session**.

Figure 8-11 Configuring Connections



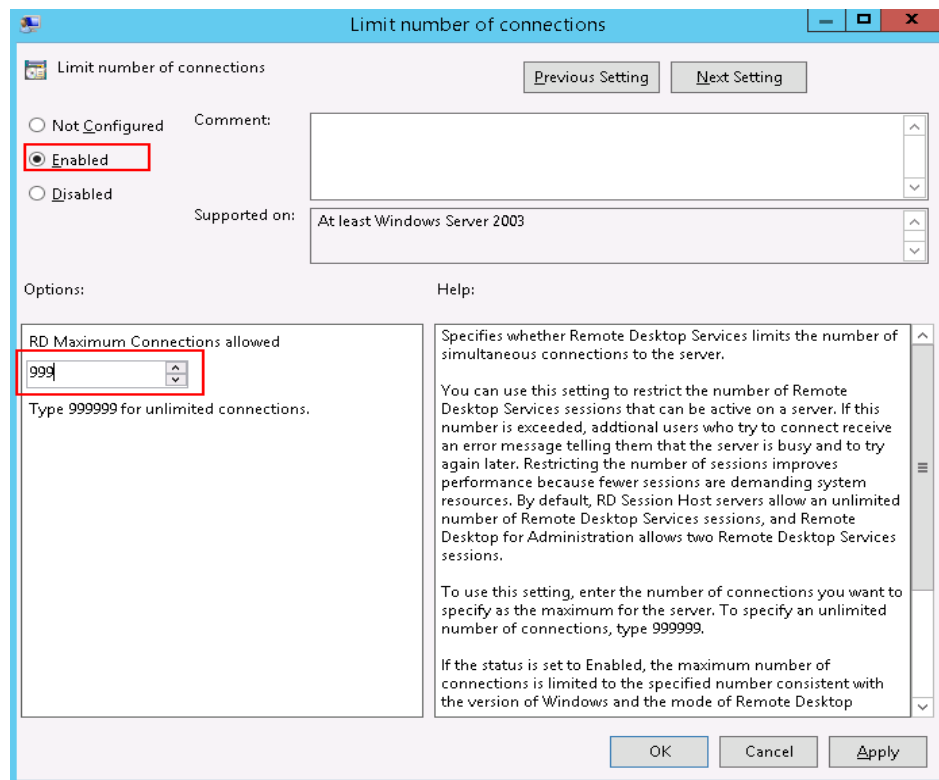
3. Right-click **Allow users to connect remotely by using Remote Desktop Services** and choose **Edit**. Then, set the status to **Enabled**.

Figure 8-12 Allowing users to connect remotely by using Remote Desktop Services



4. Set **Limit number of connections** to **Enabled** and set the number based on site requirements.

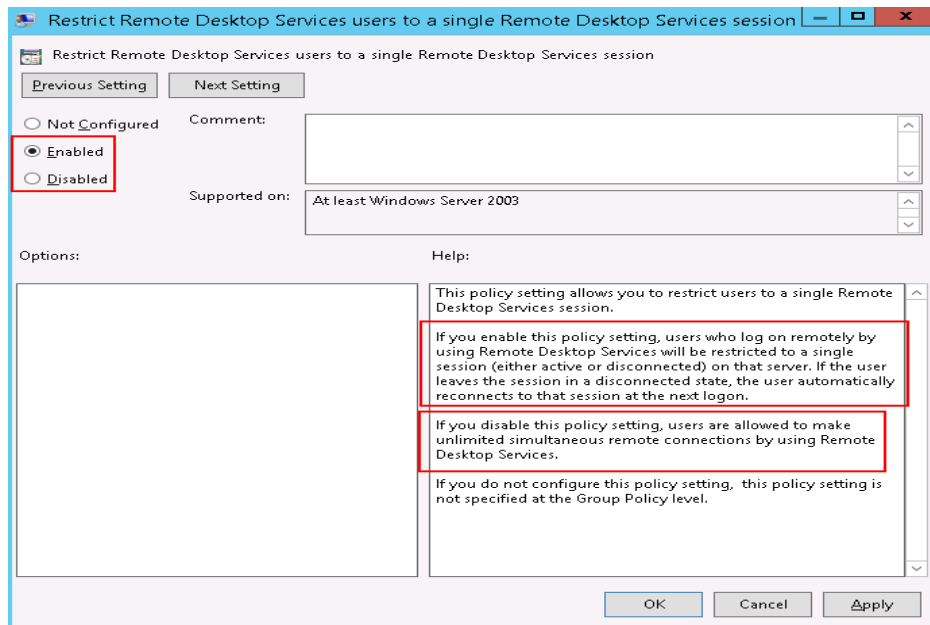
Figure 8-13 Setting limit number of connections



5. Set **Restrict Remote Desktop Services users to a single Remote Desktop Services session** to **Enabled** or **Disabled** as required. In this example, **Enabled** is selected.
 - **Enabled:** allows concurrent logins by multiple users but not using the same account.

For example, users A, B, and C can concurrently log in to an ECS using account A, B, and C, respectively. However, users A, B, and C cannot use the same account to log in to the ECS.
 - **Disabled:** allows multiple users to concurrently log in to an ECS using one account.

For example, users A, B, and C can use the same account to concurrently log in to an ECS.

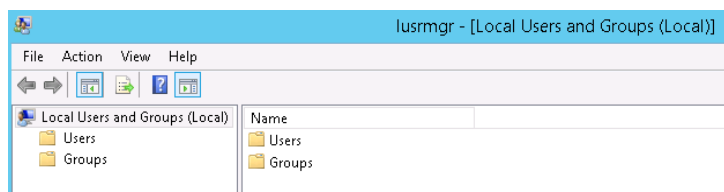
Figure 8-14 Restricting Remote Desktop Services users to a single Remote Desktop Services session

6. Run **cmd** and then **gpupdate /force** to forcibly start Local Group Policy Editor and restart the ECS.

Adding a New User to the Remote Desktop Users Group

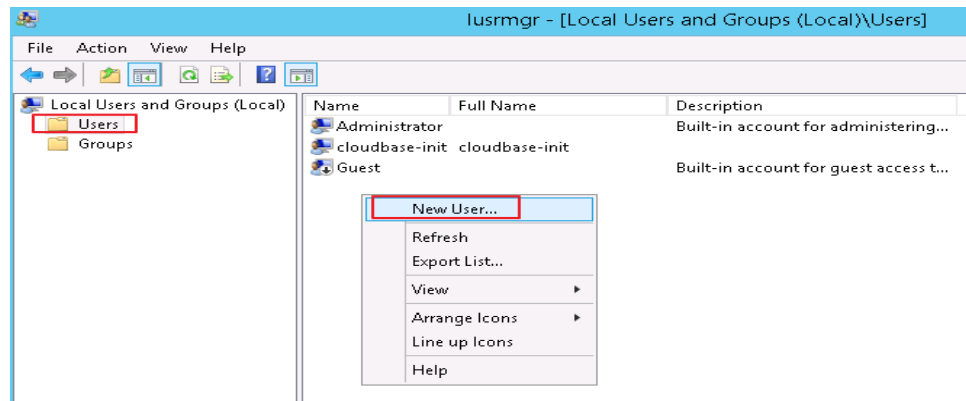
After enabling multi-user login, add new users to the remote desktop users group. This section describes how to create a user and add the user to remote desktop users group.

1. Open the **Run** dialog box, enter **lusrmgr.msc**, and click **OK** to open **Local Users and Groups**.

Figure 8-15 Local Users and Groups

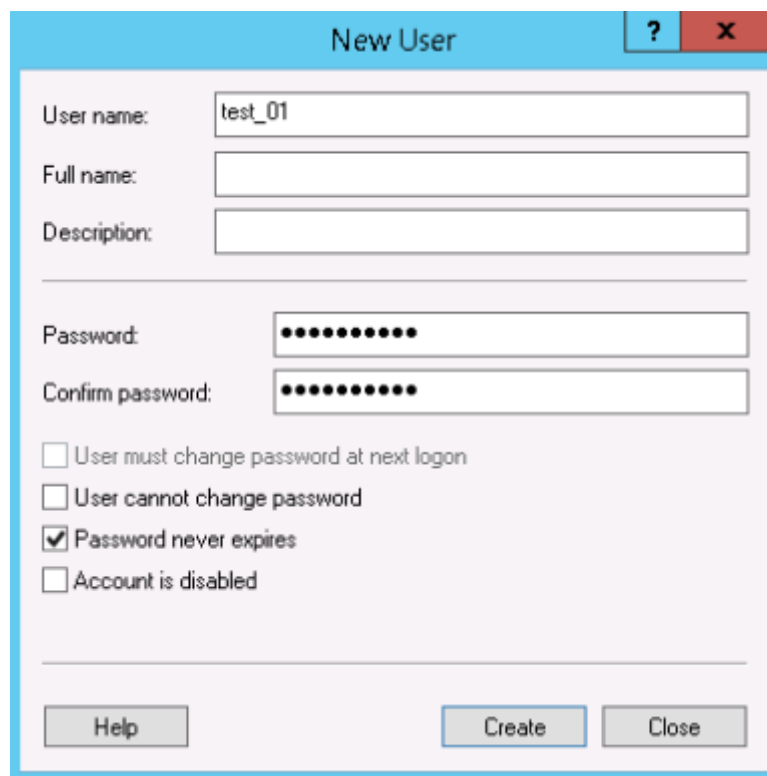
2. Select **Users**, right-click the blank area, and choose **New User** from the shortcut menu.

Figure 8-16 Adding a new user



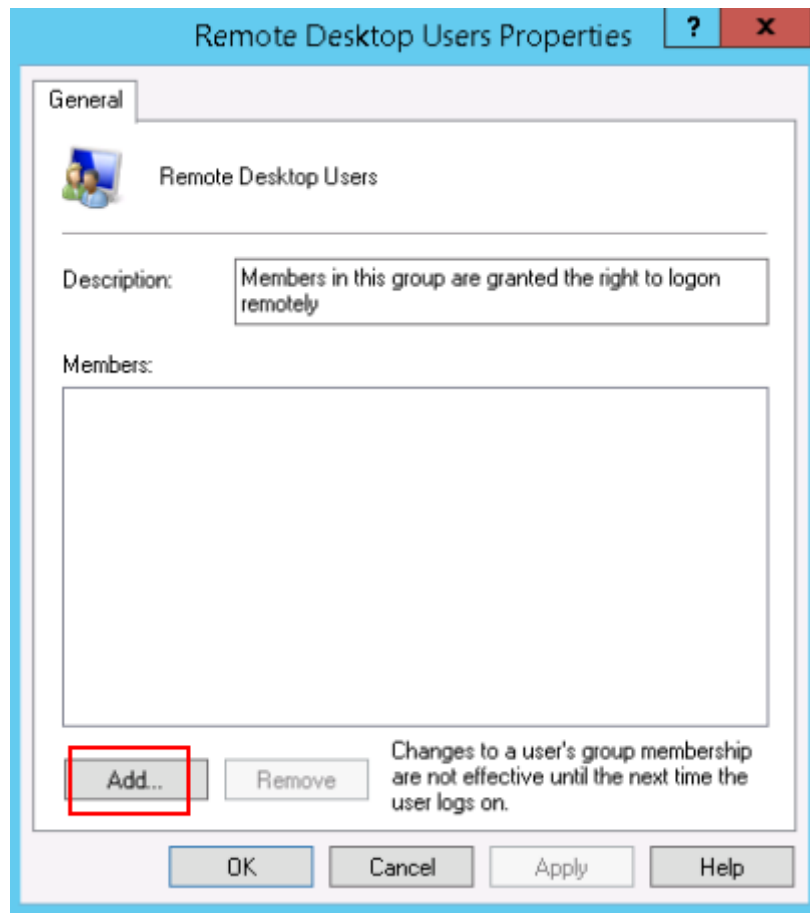
3. Set user information and click **Create**.

Figure 8-17 Setting user information



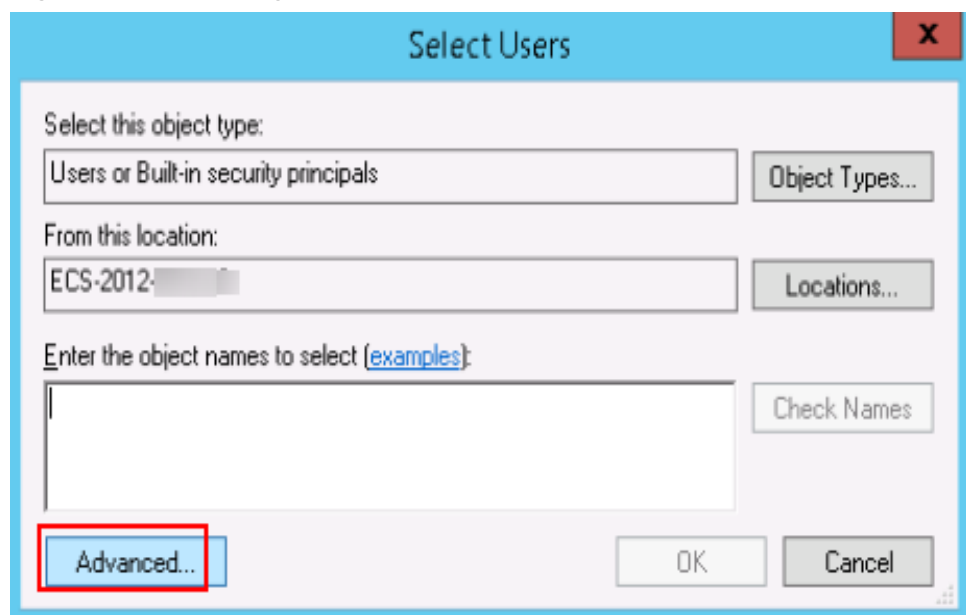
4. Select **Groups**, double-click **Remote Desktop Users**, and click **Add**.

Figure 8-18 Remote Desktop Users Properties



5. In the **Select Users** dialog box, click **Advanced**.

Figure 8-19 Selecting users (Advanced)



6. Click **Find Now**, select the user for remote login in the search results, and click **OK**.

Figure 8-20 Selecting users (Find Now)

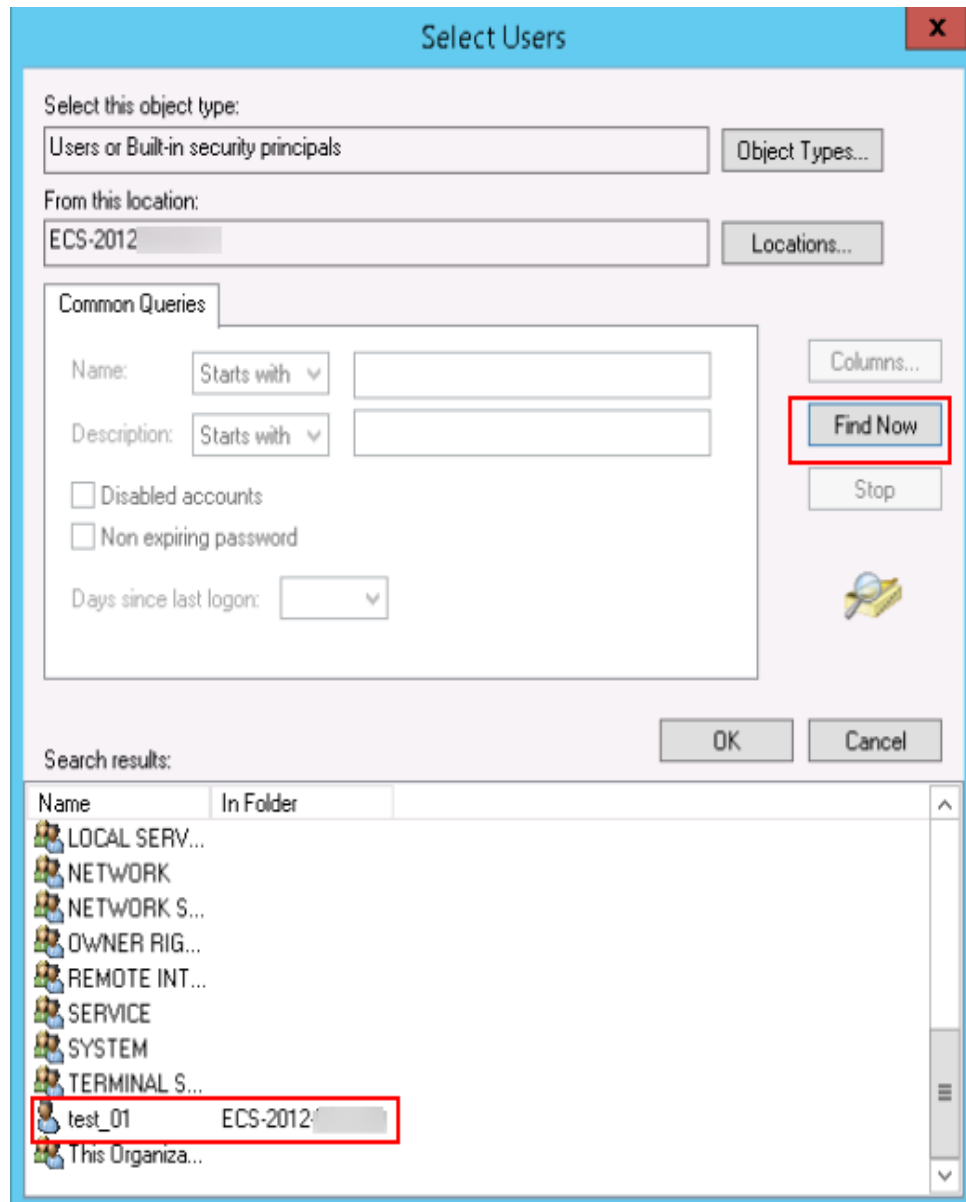
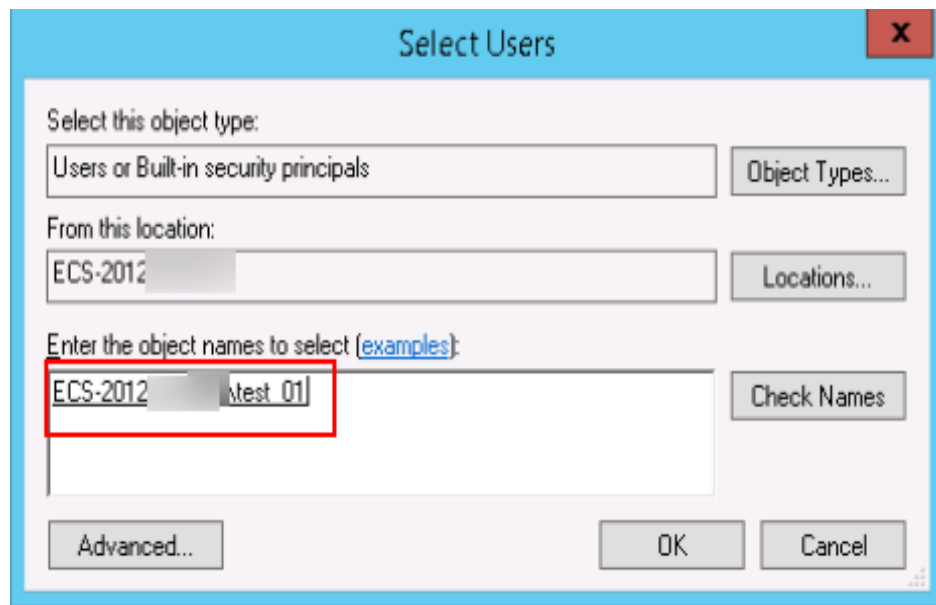
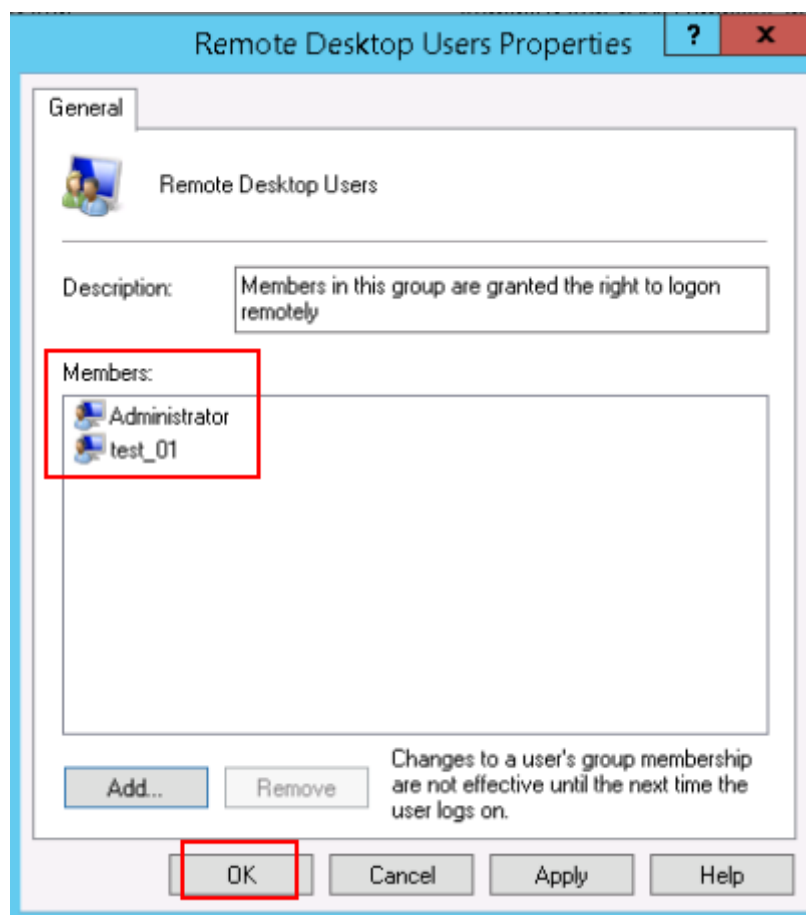


Figure 8-21 Adding a user



7. Click **OK** to add the user to the Remote Desktop Users group.

Figure 8-22 Confirming user information



Follow-up Operations

For instructions about how to activate Remote Desktop Licensing, see [How Do I Apply for a License for Authenticating Multi-User Sessions and Activate an ECS?](#).

8.2 Why Does a Browser Launch Error Occur in Multi-User Login?

Symptom

When multiple users log in to an ECS running Windows Server 2008, Windows Server 2012, or Windows Server 2016, a user opens the browser and other users failed.

Solution

This section uses Internet Explorer as an example.

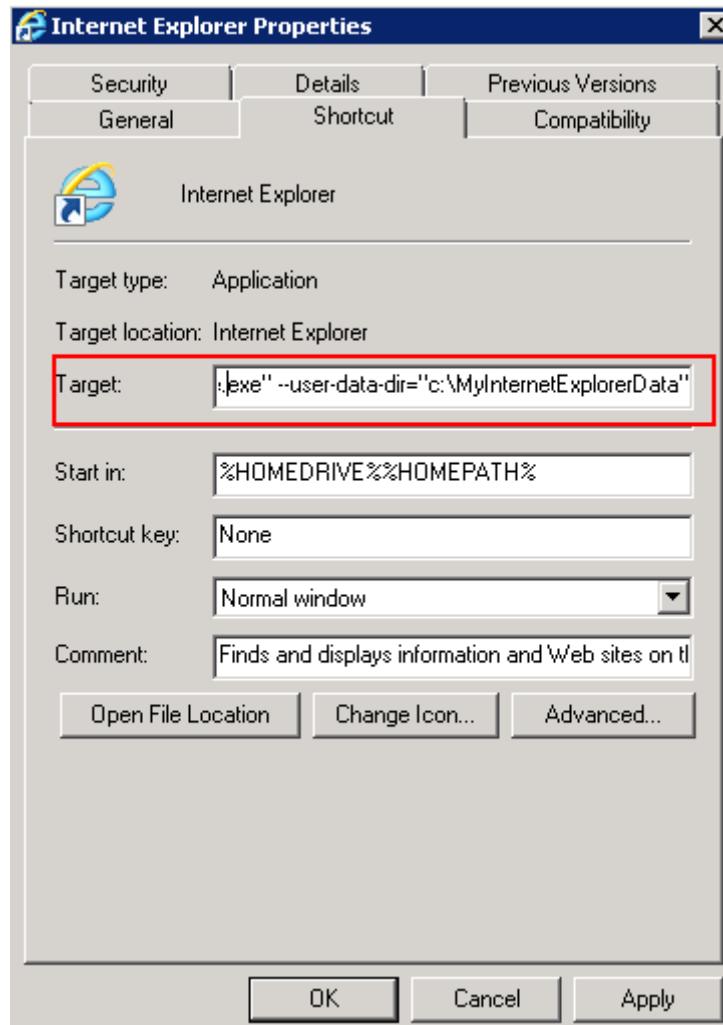
1. Right-click the browser icon and choose **Create shortcut**.
2. Right-click the created shortcut and choose **Properties**.
3. On the **Shortcut** tab, add the following content to the end of **Target**.

```
--user-data-dir="c:\MyInternetExplorerData"
```

NOTE

- There is a space between **.exe** and **--user**.
- **c:\MyInternetExplorerData** indicates the directory where the Internet Explorer data files are stored. You can set it to any valid directory. If this directory does not exist, the browser automatically creates one.

Figure 8-23 Internet Explorer properties



4. Save the modification and multiple users can use the browser at the same time.

8.3 How Do I Apply for a License for Authenticating Multi-User Sessions and Activate an ECS?

Scenarios

This section describes how to configure remote desktop services and activate an ECS.

The ECS running Windows Server 2012 is used as an example.

Procedure

1. [Applying for a License for Authenticating Multi-User Sessions](#)
2. [Activating the ECS](#)
3. [Configuring the Licensing Server for Remote Desktop Session Host](#)

Applying for a License for Authenticating Multi-User Sessions


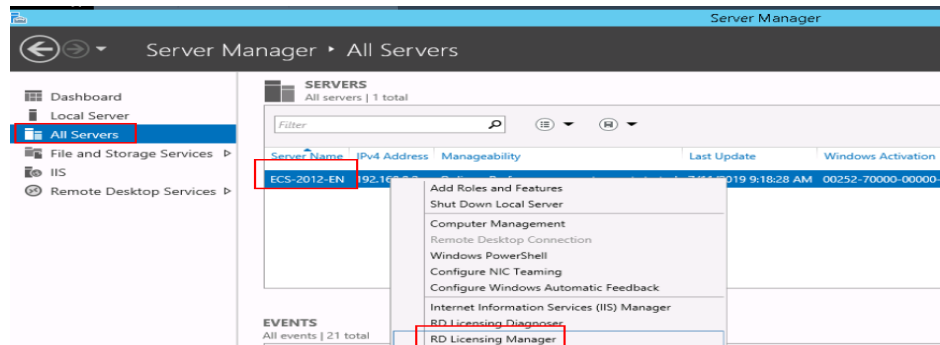
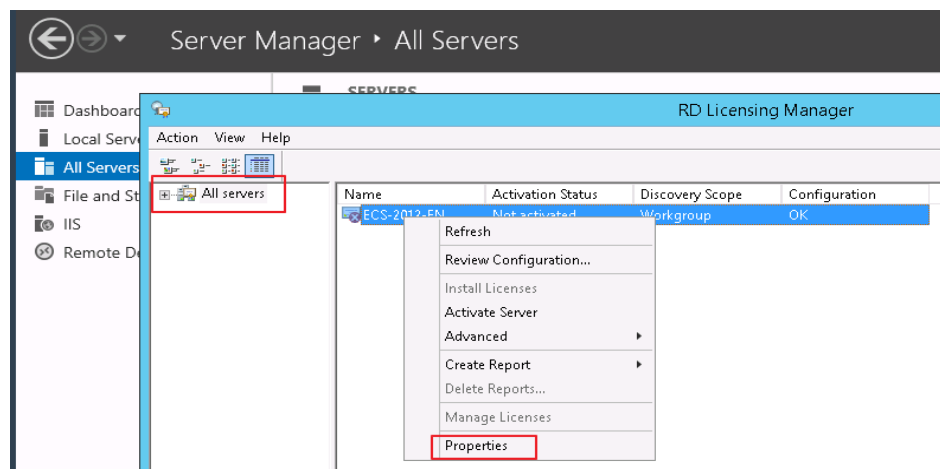
1. Log in to the Windows ECS.
2. On the OS, click  to open **Server Manager**.
3. On the **Server Manager** page, click **All Servers**, right-click the server name, and choose **RD Licensing Manager** from the shortcut menu.

Figure 8-24 Selecting RD Licensing Manager



4. Right-click the unactivated server and choose **Properties** from the shortcut menu.

Figure 8-25 Selecting properties of the unactivated server

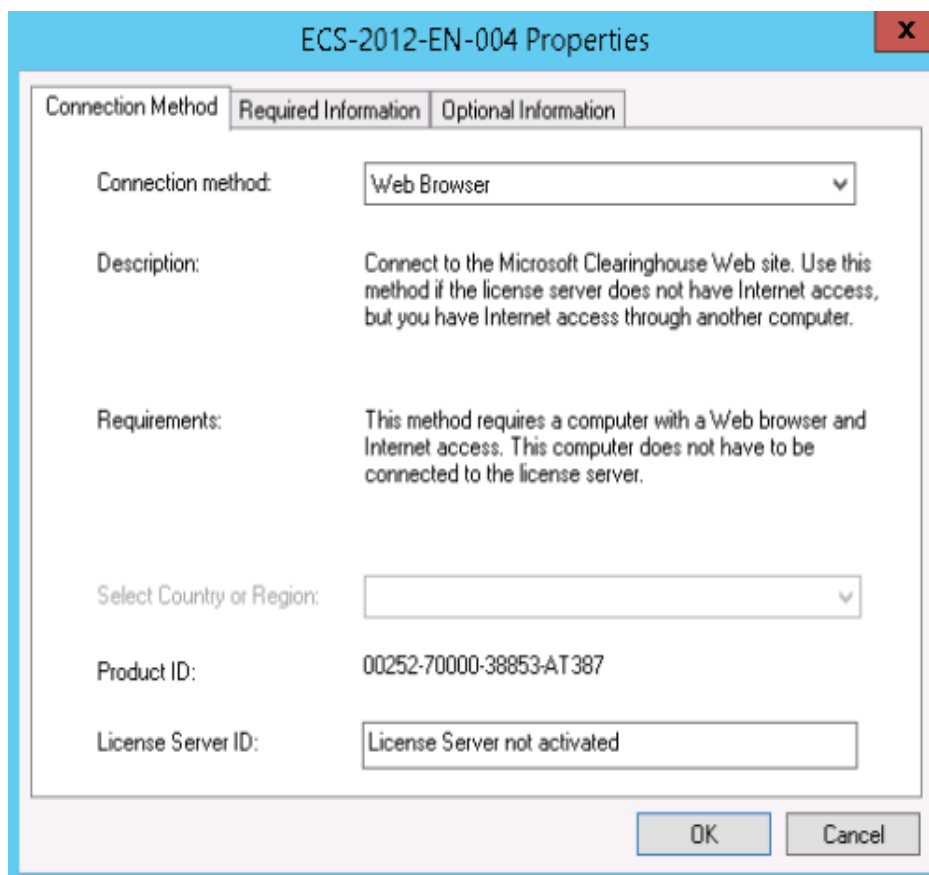


5. In the **Properties** dialog box, set **Connection Method** to **Web Browser**. Record the product ID which will be required for obtaining a server license.

NOTICE

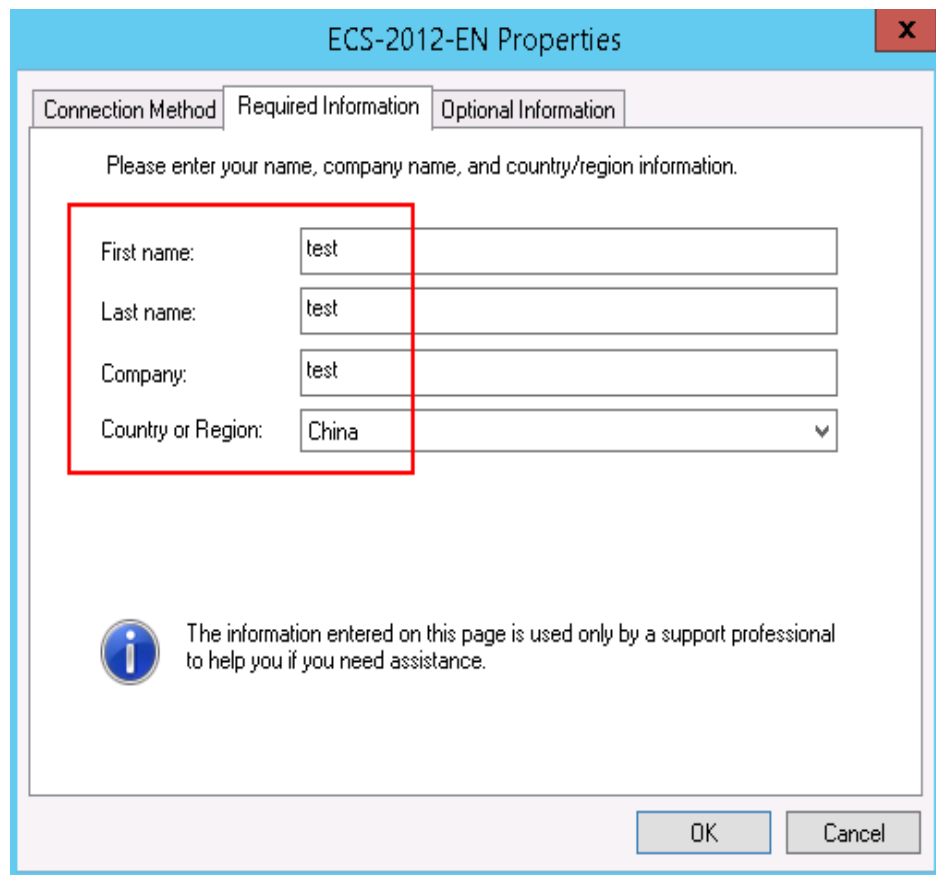
If the destination server is not displayed in **RD Licensing Manager**, choose **Action > Connect**, and enter the server IP address.

Figure 8-26 Web browser for connection



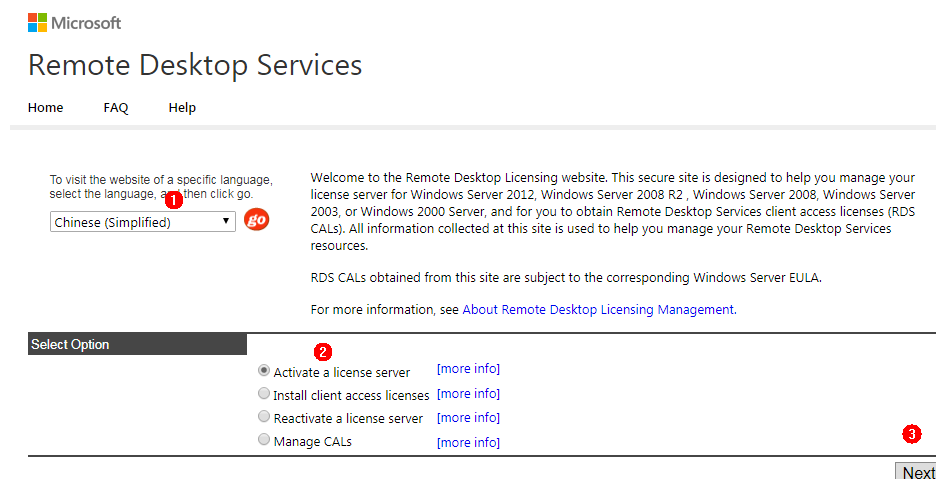
6. Set parameters and click **OK**.

Figure 8-27 Setting parameters



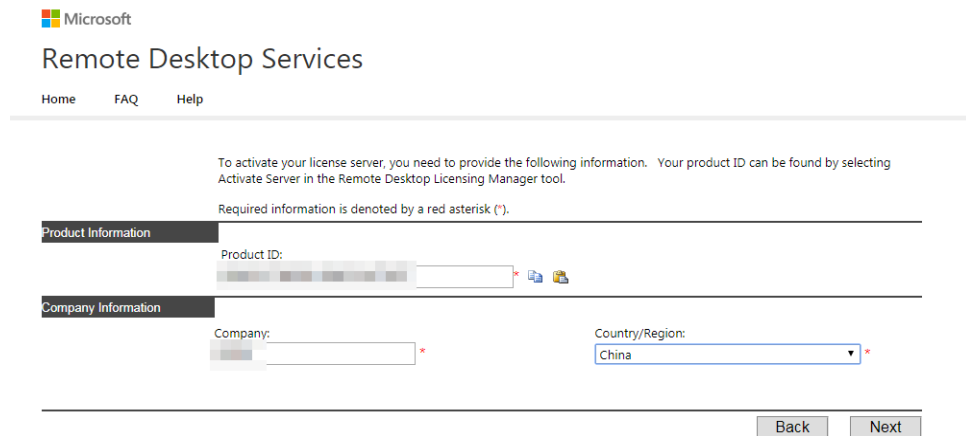
7. Access <https://activate.microsoft.com> using Internet Explorer. Select **Activate a license server** and click **Next**.

Figure 8-28 Activating the license server



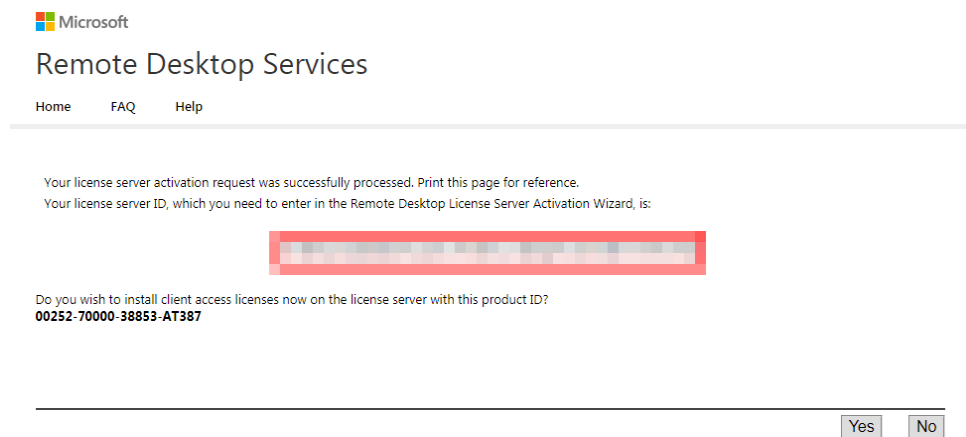
8. Set parameters and click **Next**. Confirm the product information and click **Next**.

Figure 8-29 Configuring the server



9. Record the license server ID and click **Yes**.

Figure 8-30 Obtaining the license server ID



10. If the license server ID is not available, set **License Program** to **Enterprise agreement** and click **Next**.

Figure 8-31 Enterprise agreement

Microsoft
Remote Desktop Services
Home FAQ Help

To install licenses, you need to provide the following information. Your license server ID can be found by selecting Install Licenses in the Remote Desktop Licensing Manager tool. Your connection method should be set to Web Browser (Windows Server 2008), or Web Browser (Windows Server 2003). To change your connection method, on the View menu of the Remote Desktop Licensing Manager tool, click Properties, and then click the Connection Method tab.

Required information is denoted by a red asterisk (*).

Product Information
License Server ID

Licensing Information
License Program:
Enterprise agreement *

Company Information
Company: * Country/Region: China *

Back Next

11. Set parameters.

- **Product Type:** specifies the license server type, for example, **Windows Server 2012 Remote Desktop Services Per User client access license**.
- **Quantity:** the maximum number of users allowed for remote desktop connections, for example, **999**.
- **Agreement Number:** a 7-digit license registration number purchased at the official Microsoft website.

NOTE

HUAWEI CLOUD does not provide licenses for remote desktop connections. Purchase such a license at the official Microsoft website.

Figure 8-32 Setting license server information

Microsoft
Remote Desktop Services
Home FAQ Help

To install client access licenses, you need to provide the following information.

Required information is denoted by a red asterisk(*)

License Server ID

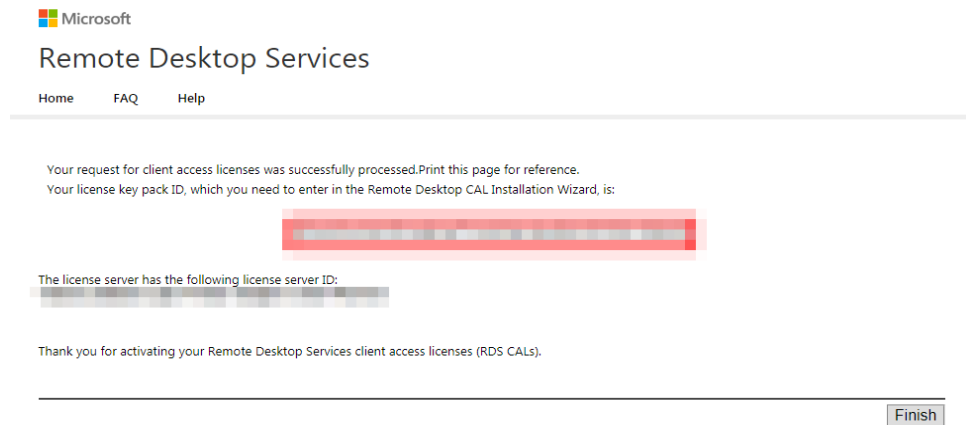
Product Information
Product Type:
Windows Server 2012 Remote Desktop Services Per User client access license *
Quantity:
999 *

Licensing Information
License Program:
Enterprise agreement
Agreement Number: *

Back Next

12. Record the license server ID and license key pack ID and click **Finish**.

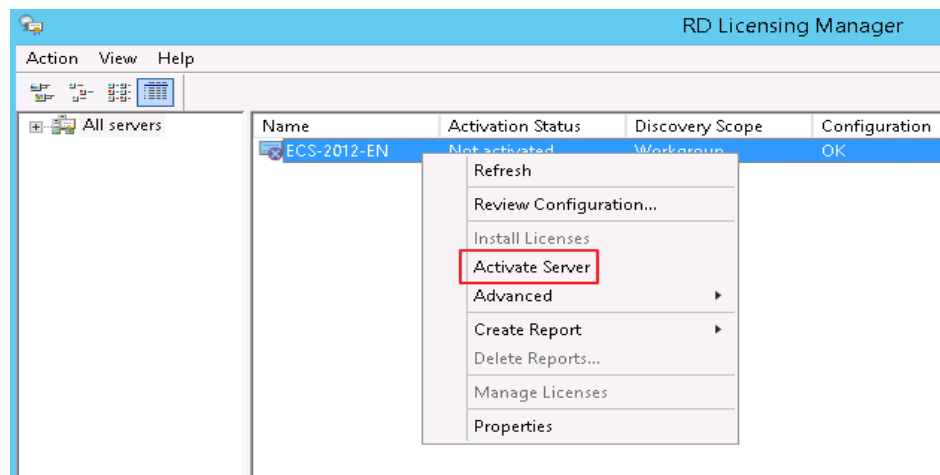
Figure 8-33 Obtaining a license key pack ID



Activating the ECS

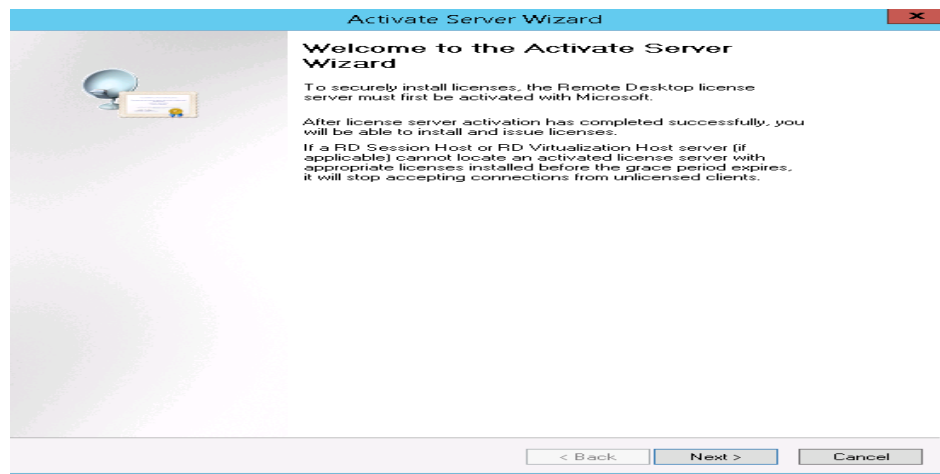
1. Log in to the ECS. Open **RD Licensing Manager**, right-click the ECS, and choose **Activate Server**.

Figure 8-34 Activating the ECS



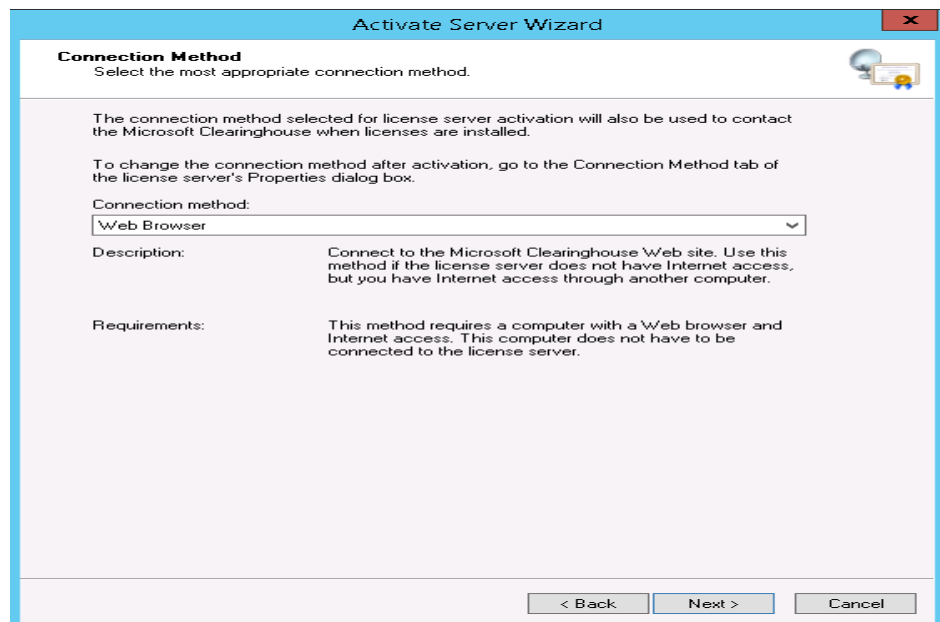
2. In **Activate Server Wizard**, click **Next**.

Figure 8-35 Activate Server Wizard



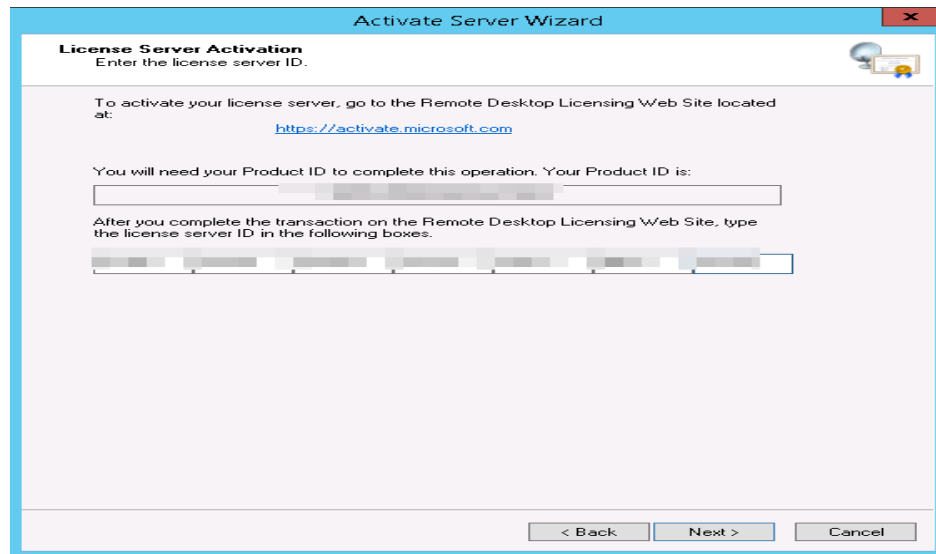
3. Set **Connection method** to **Web Browser** and click **Next**.

Figure 8-36 Web browser for connection



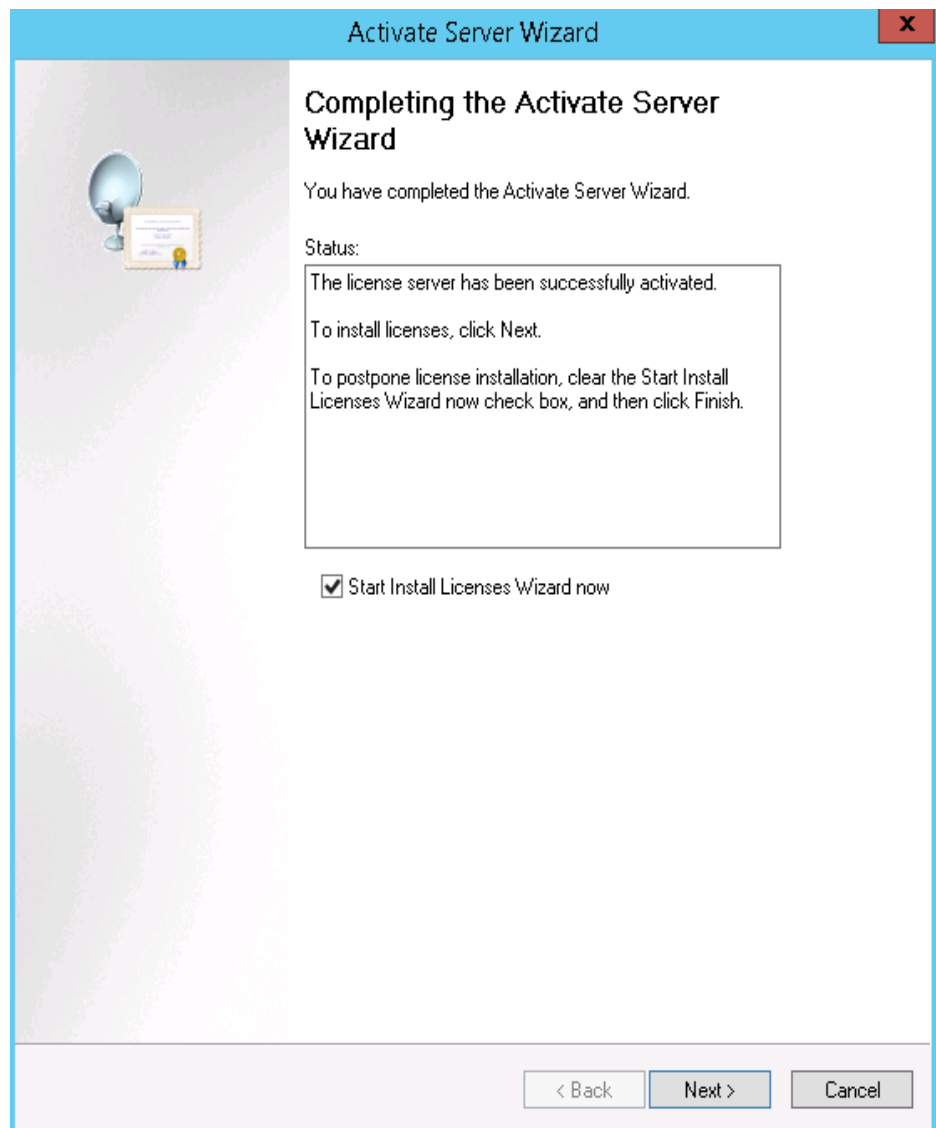
4. Enter the license server ID and click **Next**.
The license server ID is the ID obtained in step 9.

Figure 8-37 Entering the license server ID

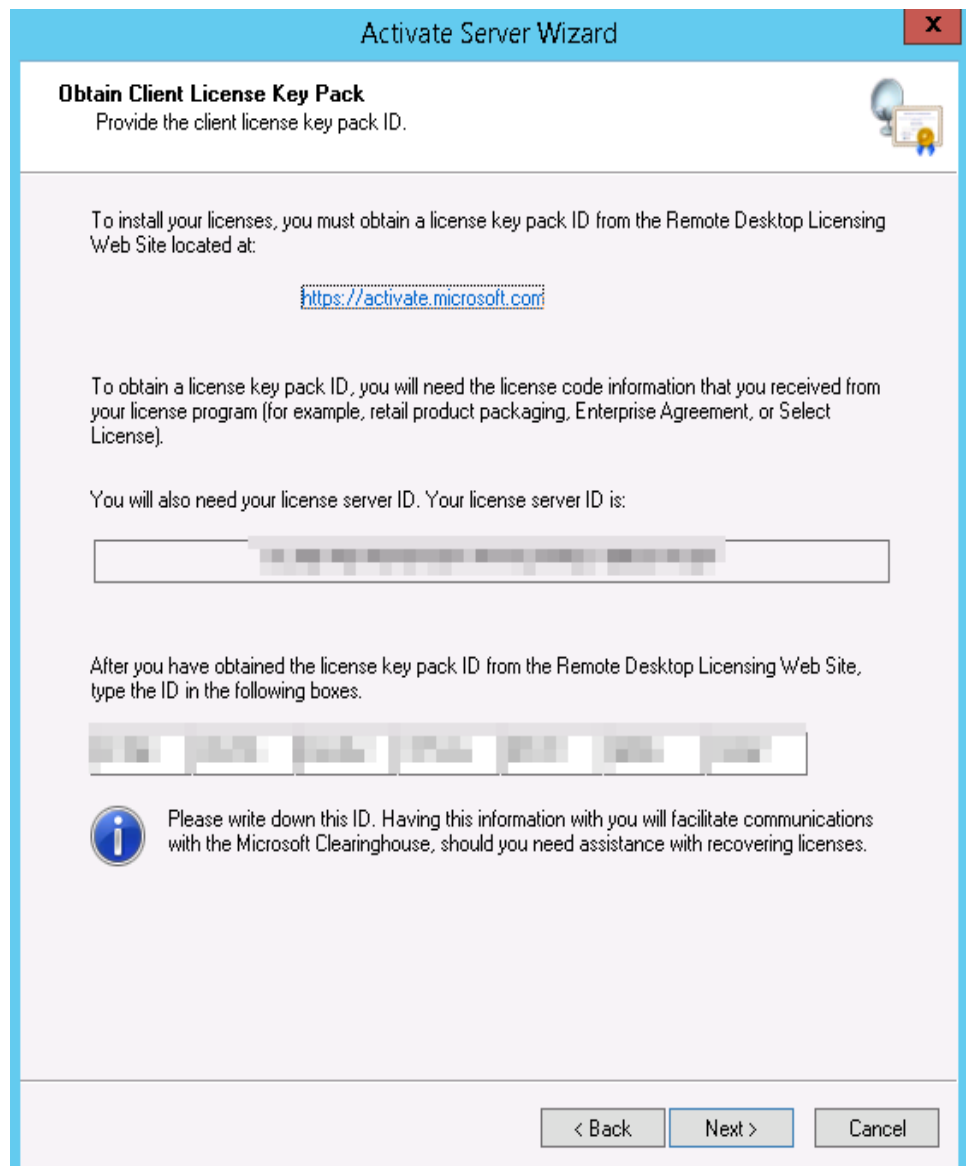


5. Select **Start Install Licenses Wizard now** and click **Next**.

Figure 8-38 Starting license installation wizard



6. Enter the license key pack ID and click **Next**.
The key pack ID is obtained in step [12](#).

Figure 8-39 Entering the key pack ID

7. Click **Finish**.

Configuring the Licensing Server for Remote Desktop Session Host


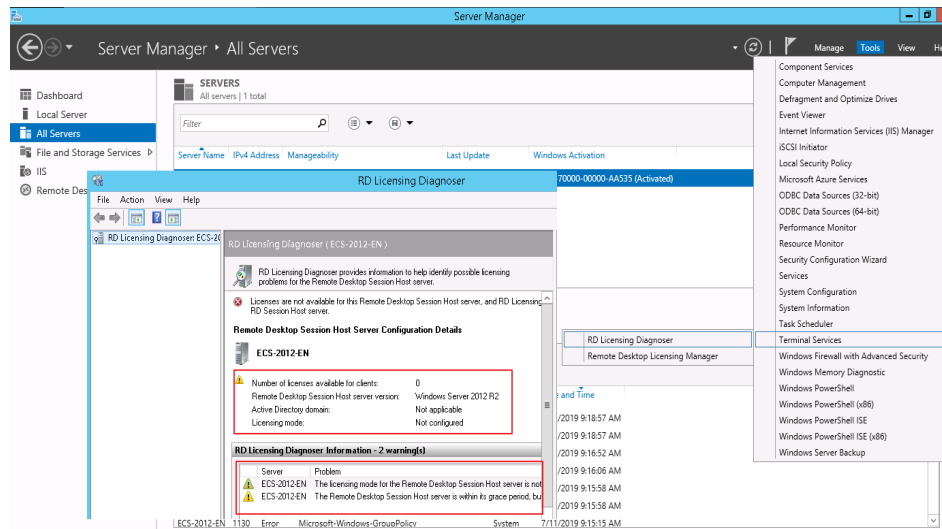
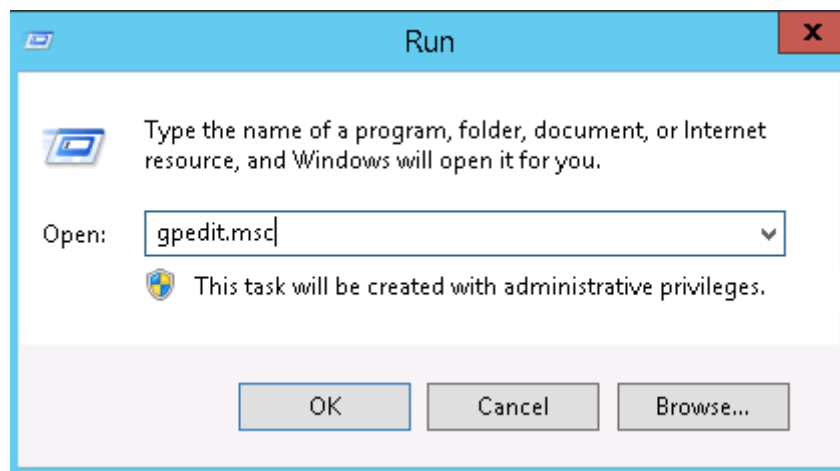
1. Log in to the Windows ECS.
2. On the OS, click  to open **Server Manager**. Choose **Tools > Terminal Services > RD Licensing Diagnoser** and check the ECS authorization status. For the Windows Server 2019 OS, choose **Tools > Remote Desktop Services > RD Licensing Diagnoser** and check the ECS authorization status. As shown in the following figure, the system displays a message indicating that the licensing mode for the Remote Desktop Session Host Server is not configured.

Figure 8-40 Checking the ECS authorization status



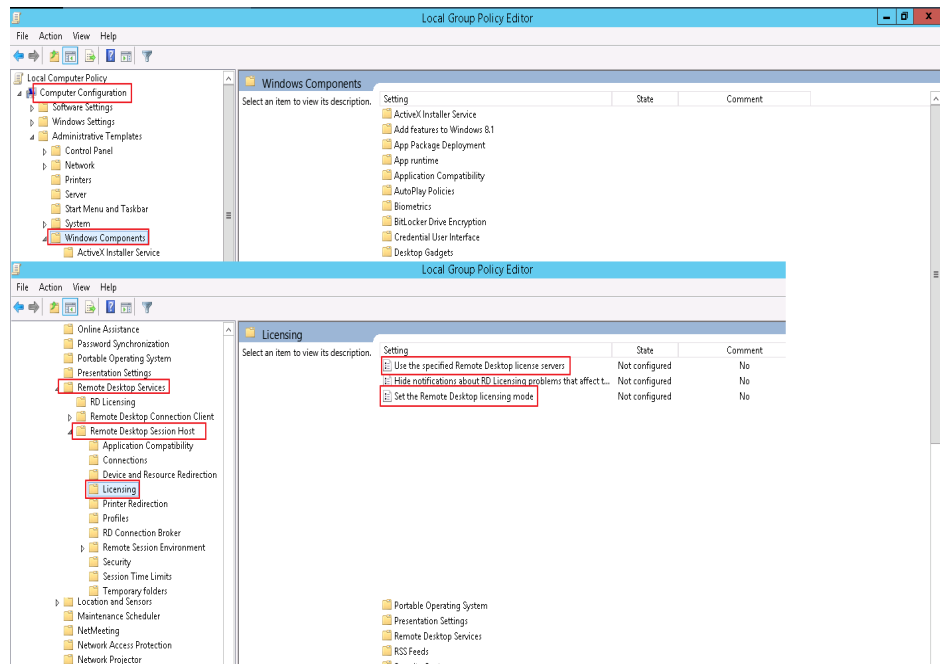
3. In the **Run** dialog box, enter **gpedit.msc** and click **OK** to start Local Group Policy Editor.

Figure 8-41 gpedit.msc



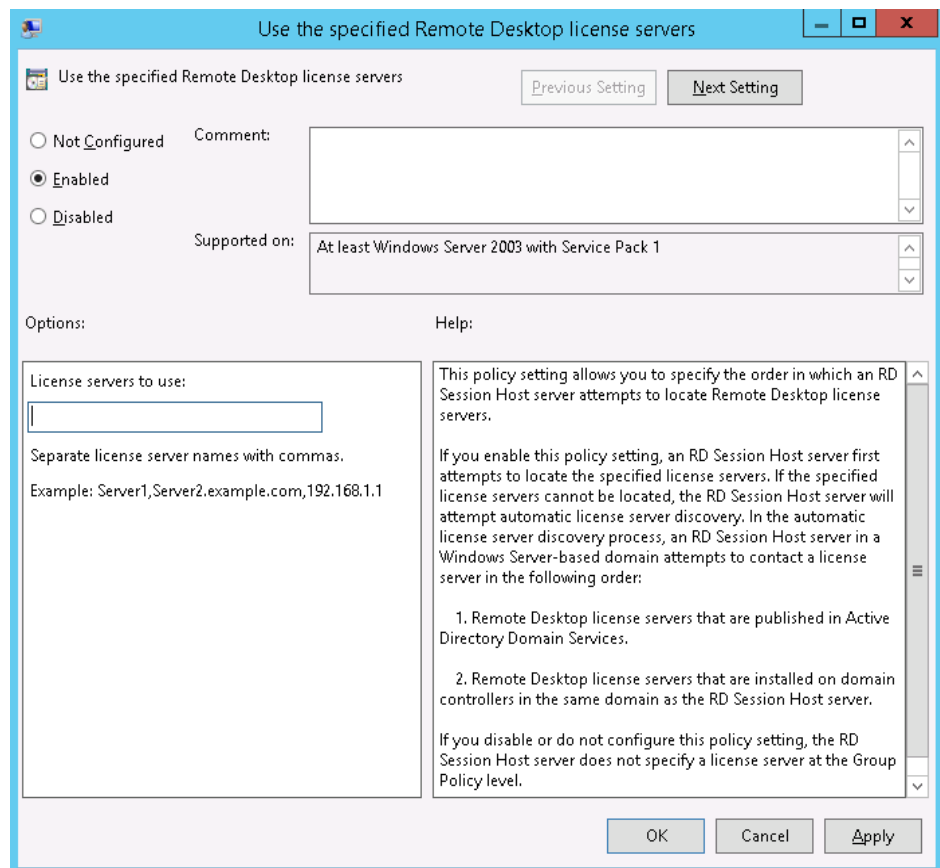
4. Choose **Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Licensing**.

Figure 8-42 Modifying licensing items



5. Set **Use the specified Remote Desktop license servers** to **Enabled**, enter the private IP address or hostname of the ECS under **License servers to use**, and click **OK**.

Figure 8-43 Using the specified remote desktop license servers

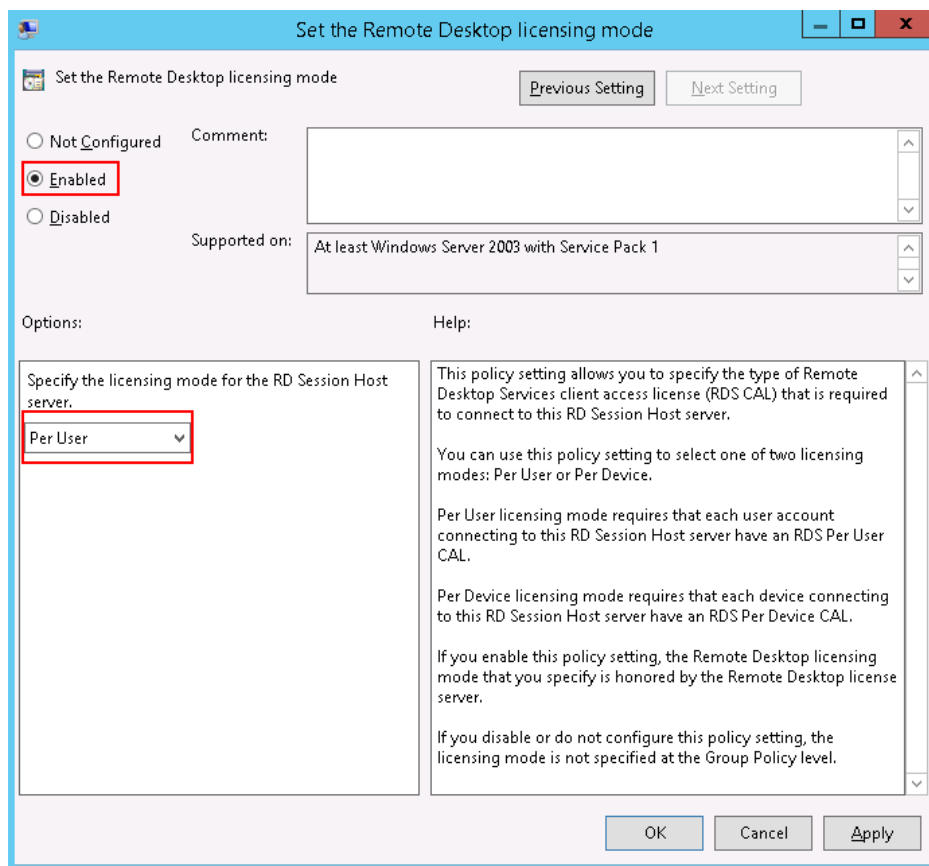


6. **Set the Remote Desktop licensing mode to Enabled**, and set the licensing mode to **Per User**.

 **NOTE**

If a message is displayed indicating that there is a problem with remote desktop license, set the licensing mode to **Per Device**.

Figure 8-44 Setting the remote desktop licensing mode



7. Run **cmd** and then **gpupdate /force** to forcibly start Local Group Policy Editor and restart the ECS.

8.4 How Do I Troubleshoot Login Screen Flickering After Configuring Multi-User Login?

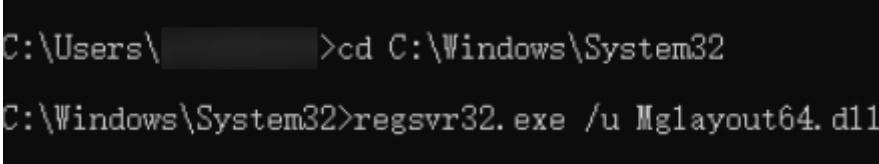
Symptom

After multi-user login is configured on a Windows ECS, the administrator can log in normally but common users encounter flashing screen or auto closing of "My Computer".

Solution

1. Log in to the ECS as the administrator, view system logs and application logs, and search for the abnormal module. The following uses the Mglayout64.dll module as an example.
2. Open **C:\Windows** and search for the corresponding module file. In this example, the module is a wallpaper file.
3. Open the **Run** command box, type **cmd** and then press **Enter**.
Run the following example command:
cd C:\Windows\System32
4. Run the **regsvr32.exe /u File name** command to remove the file.
In this example, the **Mglayout64.dll** file is used as an example.
regsvr32.exe /u Mglayout64.dll

Figure 8-45 Removing the abnormal file



```
C:\Users\>cd C:\Windows\System32
C:\Windows\System32>regsvr32.exe /u Mglayout64.dll
```


9 Passwords and Key Pairs Issues

9.1 How Do I Reset the Password for User root in Single-User Mode on a Linux ECS?

Scenarios

This section describes how to reset the password of user **root** in single-user mode on a Linux ECS.

This section applies to x86 ECSs.

NOTE

Back up data before resetting the password of user **root** in single-user mode.

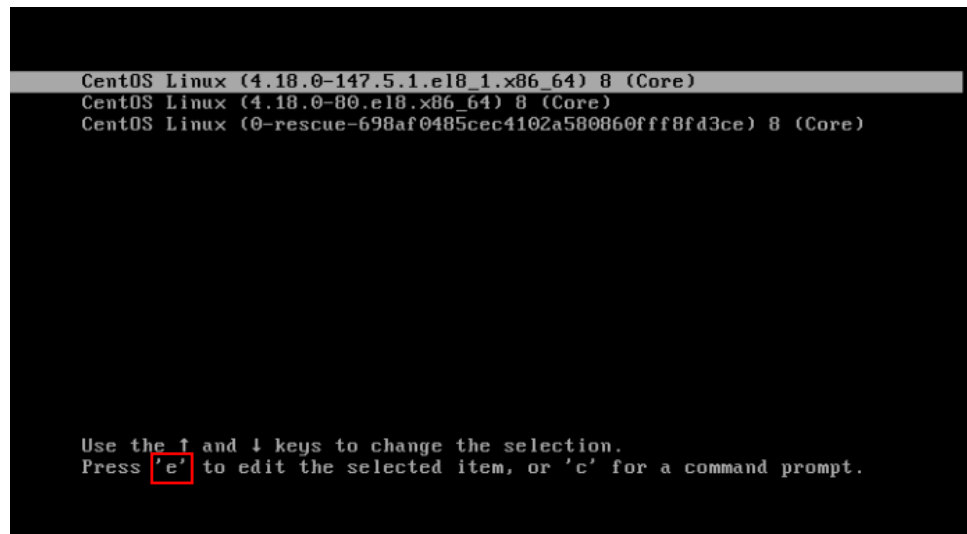
Select a method based on the OS of your ECS.

- [CentOS 8](#)
- [CentOS 7 or EulerOS](#)
- [CentOS 6 or Red Hat 6](#)
- [Debian or Ubuntu](#)
- [SUSE 11](#)
- [SUSE 12](#)

CentOS 8

1. Remotely log in to the ECS
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
3. When the interface for selecting a kernel appears, press the **e** key to go to the configuration interface for boot options.

Figure 9-1 Entering the kernel editing mode



4. Edit the boot options.
Change **ro** to **rw** **init=/sysroot/bin/bash**.

Figure 9-2 Before the change

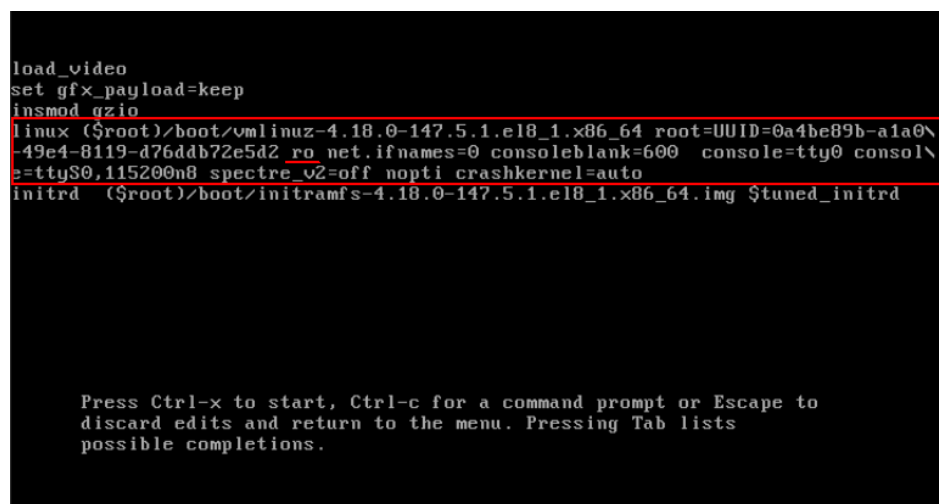


Figure 9-3 After the change

```
load_video
set gfx_payload=keep
insmod gzio
linux ($root)/boot/vmlinuz-4.18.0-147.5.1.el8_1.x86_64 root=UUID=0a4be89b-a1a0\
-49e4-8119-d76ddb72e5d2 rw init=/sysroot/bin/bash
initrd ($root)/boot/initramfs-4.18.0-147.5.1.el8_1.x86_64.img $tuned_initrd

Press Ctrl-x to start, Ctrl-c for a command prompt or Escape to
discard edits and return to the menu. Pressing Tab lists
possible completions.
```

5. Press **Ctrl+X**.
Wait for the system to boot into the single-user mode.

Figure 9-4 Single-user mode (emergency shell)

```
[ OK ] Stopped Hardware RNG Entropy Gatherer Daemon.
Generating "/run/initramfs/rdsosreport.txt"

Entering emergency mode. Exit the shell to continue.
Type "journalctl" to view system logs.
You might want to save "/run/initramfs/rdsosreport.txt" to a USB stick or /boot
after mounting them and attach it to a bug report.

:/#
```

6. Run the **chroot /sysroot/** command to access the system.
7. Run the following command to reset the password of user **root**:
passwd root

Figure 9-5 Resetting the root password in single-user mode.

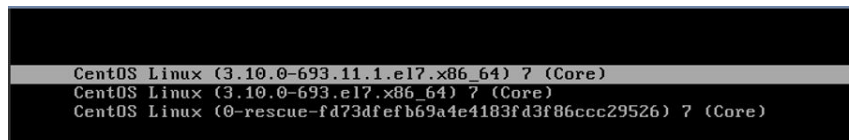
```
:/# chroot /sysroot/
:/# passwd root
Changing password for user root.
New password:
Retype new password:
passwd: all authentication tokens updated successfully.
:/#
```

8. (Optional) Run the following command to enable SELinux:
touch /.autorelabel
9. Run the following command to exit the root directory:
exit
10. Run the following command to restart the ECS:
reboot

CentOS 7 or EulerOS

1. Remotely log in to the ECS using the VNC.
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
3. When the interface for selecting a kernel appears, press the **e** key to go to the configuration interface for boot options.

Figure 9-6 Entering the kernel editing mode



NOTE

For EulerOS, the GRUB file is encrypted by default. When you enter the kernel editing mode, you will be required to enter the username and password. Contact the customer service to obtain them.

4. Locate the line containing **linux16** and perform the following operations:
 - a. Delete the parameters that do not need to be loaded (from **ro** to the end).
Retain **console=tty0 console=ttyS0** for BMS.
 - b. Change **ro** to **rw** for remounting the root partition with read-write permissions.
 - c. Add **rd.break** and press **Ctrl+X**.

Figure 9-7 Before the change

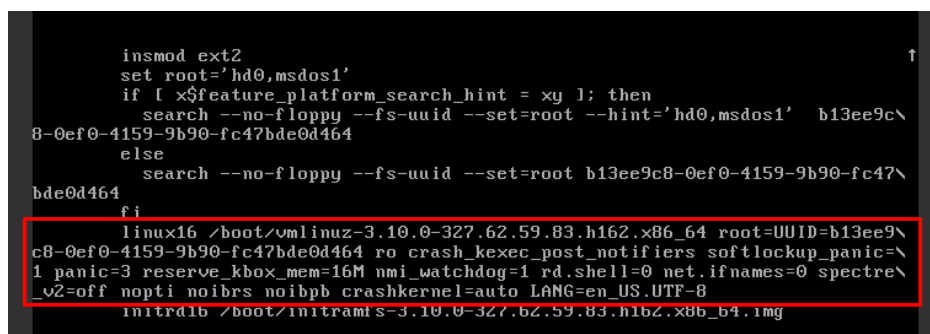


Figure 9-8 After the change

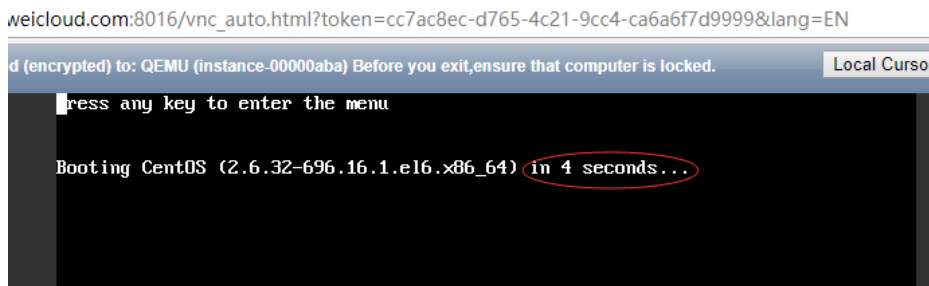
```
insmod ext2
set root='hd0,msdos1'
if [ x${feature_platform_search_hint} = xy ]; then
  search --no-floppy --fs-uuid --set=root --hint='hd0,msdos1' b13ee9c\
8-0ef0-4159-9b90-fc47bde0d464
else
  search --no-floppy --fs-uuid --set=root b13ee9c8-0ef0-4159-9b90-fc47\
bde0d464
fi
linux16 /boot/vmlinuz-3.10.0-327.62.59.83.h162.x86_64 root=UUID=b13ee9\
c8-0ef0-4159-9b90-fc47bde0d464 rw rd.break
initrd16 /boot/initramfs-3.10.0-327.62.59.83.h162.x86_64.img
```

5. Run the following command to go to the `/sysroot` directory:
chroot /sysroot
6. Run the following command to reset the password of user `root`:
passwd root
7. (Optional) Run the following command to enable SELinux:
touch /.autorelabel
8. Run the following command to exit the root directory:
exit
9. Run the following command to restart the ECS:
reboot

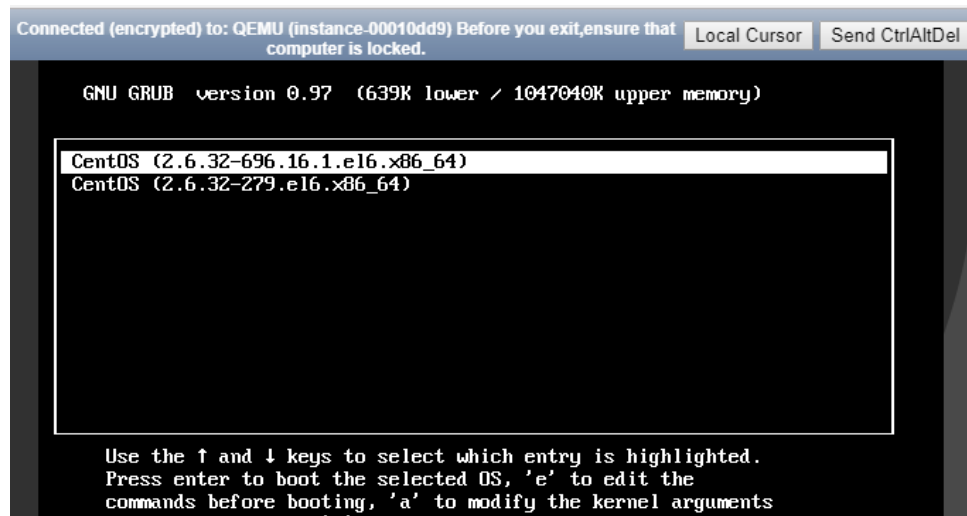
CentOS 6 or Red Hat 6

1. Remotely log in to the ECS
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
3. After the restart starts, press **Esc** repeatedly to prevent the system from starting and enter a grub menu.

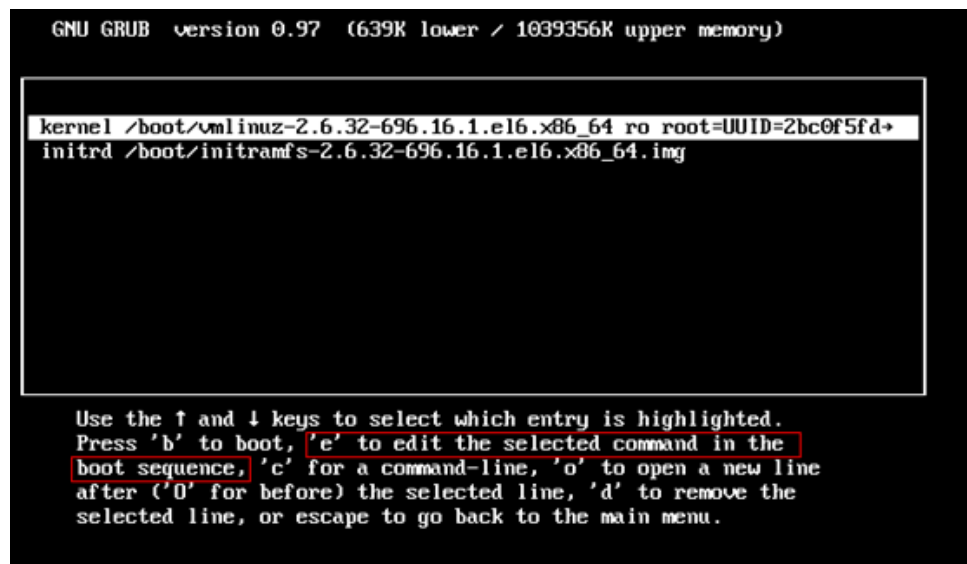
Figure 9-9 GRUB menu



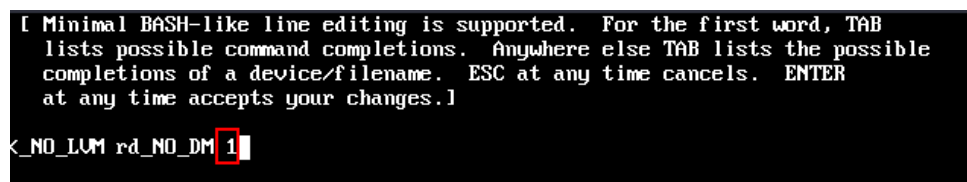
4. Use the arrow keys to select the first kernel and press **e** to edit the kernel.

Figure 9-10 Entering the kernel editing mode

5. Select the **kernel** line and press **e** again to edit this line.

Figure 9-11 Selecting the kernel line

6. Add **1** to the end of **rd_NO_DM**.

Figure 9-12 Adding 1 to the end of the rd_NO_DM

7. Delete **console=ttyS0,115200n8** and press **Enter**.

Figure 9-13 Deleting console=ttyS0,115200n8

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time cancels. ENTER
at any time accepts your changes.]
<le=tty0 console=ttyS0,115200n8 vga=0x0318 crashkernel=auto spectre_v2=off nop>
```

8. Press **b** to boot using the kernel and boot into runlevel 1 (single-user mode).
9. When the prompt **#** is displayed, run the following command to reset the password:
passwd root
10. Restart the ECS.
reboot

Debian or Ubuntu

1. Remotely login to the ECS
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
3. After the restart starts, press **Esc** repeatedly to prevent the system from starting and enter a grub menu.

Figure 9-14 GRUB menu

```
GNU GRUB version 2.02
#Ubuntu
Advanced options for Ubuntu
```

4. Use the arrow keys to select a kernel and press **e** to enter the editing mode.
5. Locate the line starting with **linux**, and replace the content from **ro** to the end of the line with **rw init=/bin/bash** (remount the root partition with read-write permissions).

Figure 9-15 Editing boot options

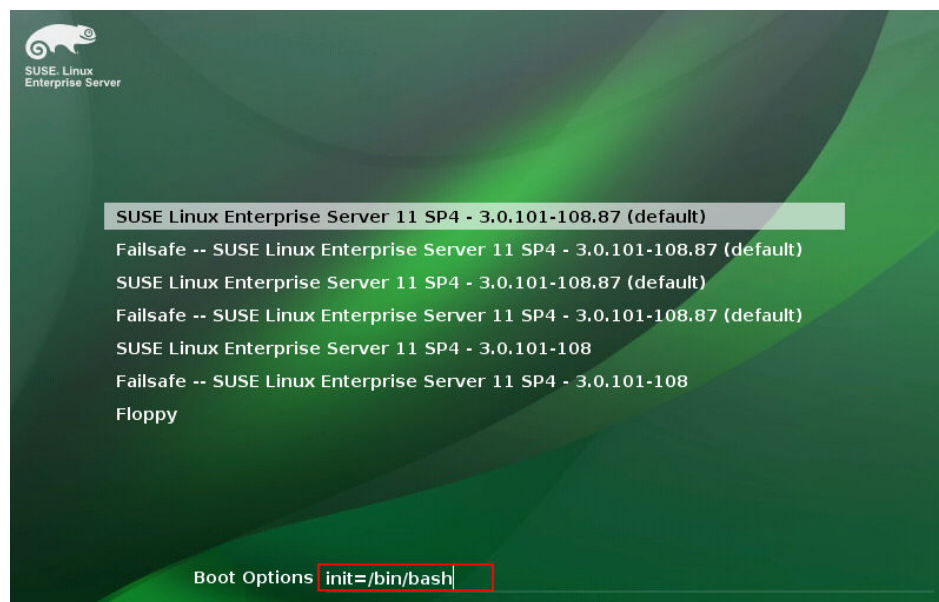
```
GNU GRUB version 2.02
setparams 'Ubuntu'
recordfail
load_video
gfxmode $linux_gfx_mode
insmod gzio
if [ x$grub_platform = xxen ]; then insmod xzio; insmod lzopio; fi
insmod part_msdos
insmod ext2
if [ x$feature_platform_search_hint = xy ]; then
  search --no-floppy --fs-uuid --set=root 1576ce59-66a7-40f7-b15e-db094a8696ed
else
  search --no-floppy --fs-uuid --set=root 1576ce59-66a7-40f7-b15e-db094a8696ed
fi
linux /boot/vmlinuz-4.15.0-45-generic root=UUID=1576ce59-66a7-40f7-b15e-db094a8696ed rw init=/bin/bash_
initrd /boot/initrd.img-4.15.0-45-generic
```

6. Press **Ctrl+X** to enter the single-user mode.
7. Run the following command to reset the password of user **root**:
passwd root
8. Run the following command to restart the ECS:
reboot

SUSE 11

1. Remotely log in to the ECS
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.
3. Press the up or down arrow key to prevent automatic system startup, and enter the GRUB menu.
4. Delete the content following **Boot Options** and add **init=/bin/bash**.

Figure 9-16 Boot options



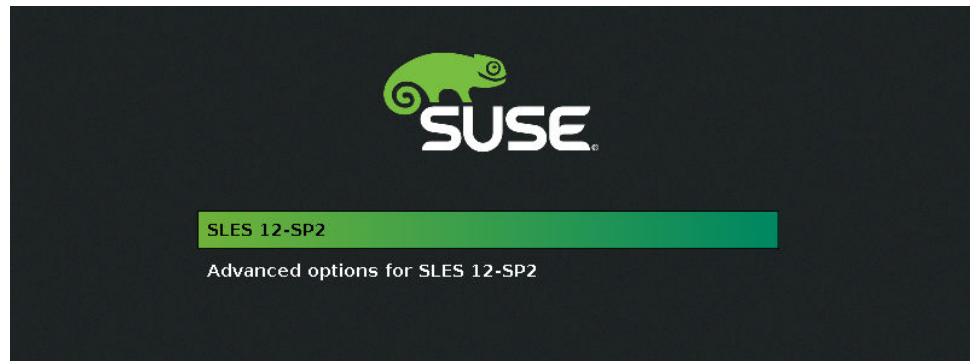
5. Press **Enter** to enter the single-user mode.
6. Run the following command to reset the password of user **root**:
passwd root
7. Run the following command to restart the ECS:
reboot

SUSE 12

1. Remotely log in to the ECS
Click **Remote Login** in the **Operation** column.
2. Click **Ctrl+Alt+Del** in the upper part of the remote login panel to restart the ECS.

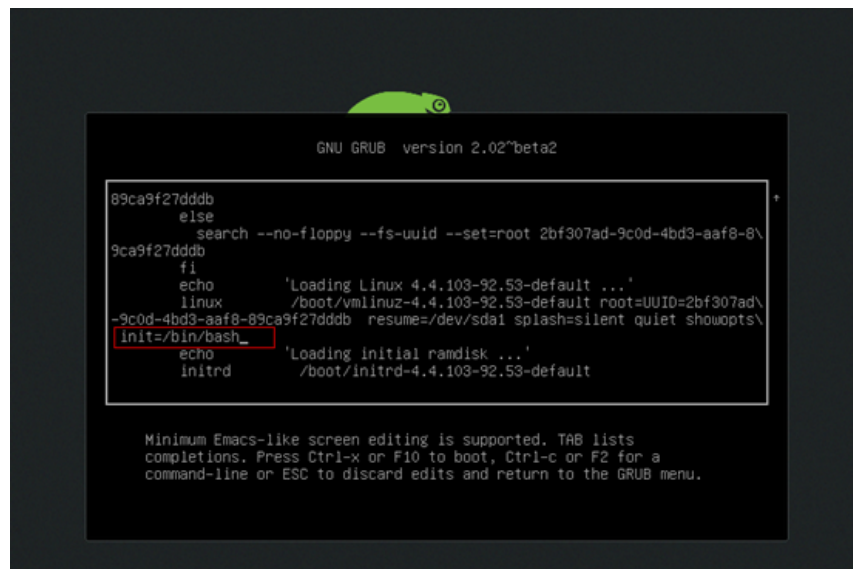
3. Press **Esc** to stop the countdown, and enter the GRUB menu.

Figure 9-17 GRUB menu



4. Use the arrow keys to select a kernel and press **e** to enter the editing mode.
5. Locate the line starting with **linux** and add **init=/bin/bash** to the end of the line.

Figure 9-18 Editing boot options



6. Press **Ctrl+X** to enter the rescue mode.
7. Run the following command to reset the password of user **root**:
passwd root
8. Run the following command to restart the ECS:
reboot

9.2 How Do I Reset the Password for Logging In to a Linux ECS?

Scenarios

This section describes how to reset the password of a Linux ECS by reattaching the system disk.

The method in this section only applies to x86 ECSs running CentOS 7, Ubuntu, or EulerOS.

NOTE

Detaching the system disk from the ECS is involved. To prevent data loss, back up data in advance.

Prerequisites

- A temporary Linux ECS which locates in the same AZ as the target ECS is available.
- An EIP has been bound to the temporary ECS.

Procedure

1. Stop the ECS, detach the system disk, and attach the system disk to the temporary ECS.
 - a. Stop the ECS, go to its details page, and click the **Disks** tab.

NOTE

Do not forcibly stop the ECS. Otherwise, password reset may fail.

- b. Locate the row containing the system disk to be detached and click **Detach**.
 - c. Go to the details page of the temporary ECS, click the **Disks** tab.
 - d. Click **Attach Disk**. In the displayed dialog box, select the system disk detached in step 1.b and attach it to the temporary ECS.
2. Log in to the temporary ECS remotely and reset the password.
 - a. Locate the temporary ECS and click **Remote Login** in the **Operation** column.
 - b. Run the following command to view the directory of the system disk previously detached but now attached to the temporary ECS:
fdisk -l

Figure 9-19 Viewing the directory of the system disk

```
[root@aaz-0002 ~]# fdisk -l
Disk /dev/vda: 42.9 GB, 42949672960 bytes, 83886080 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x000cd9cd

   Device Boot      Start         End      Blocks   Id  System
/dev/vda1 *          2048     83886079     41942016   83   Linux

Disk /dev/vdb: 42.9 GB, 42949672960 bytes, 83886080 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x000cd9cd

   Device Boot      Start         End      Blocks   Id  System
/dev/vdb1 *          2048     83886079     41942016   83   Linux
```

- c. Create a temporary directory and mount the system disk to it.

```
mkdir /aaz
```

```
mount /dev/vdb1 /aaz
```

- d. Switch to the directory where the system disk is mounted.

```
chroot /aaz
```

Figure 9-20 Switching to the mount directory

```
[root@aaz-0002 ~]# chroot /aaz
[root@aaz-0002 /]#
```

- e. Run the following command and enter a new password as prompted:

```
passwd
```

Figure 9-21 Setting a new password

```
[root@aaz-0002 /]# passwd
Changing password for user root.
New password:
Retype new password:
passwd: all authentication tokens updated successfully.
[root@aaz-0002 /]#
```

If the following information is displayed, the password has been reset:
all authentication tokens updated successfully.

3. Stop the temporary ECS, detach the system disk, attach the system disk back to the ECS, and restart the ECS.
 - a. Stop the temporary ECS, switch to its details page, and click the **Disks** tab.
 - b. Click **Detach** to detach the disk that is attached in step 1.
 - c. On the details page of the ECS, click the **Disks** tab.
 - d. Click **Attach Disk**. In the displayed dialog box, select the disk detached in step 3.b and device name **/dev/sda**.
 - e. Restart the ECS.

9.3 How Do I Fix the "Authentication token manipulation error" When I Reset the Password Using passwd on a Linux ECS?

Symptom

When user **root** tries to change the password of an administrator or a common user, the system displays "passwd:Authentication token manipulation error."

```
[root@xiaoyao-test ~]# passwd
Changing password for user root.
New password:
Retype new password:
passwd: Authentication token manipulation error
```

Possible Causes

This problem is usually caused by wrong attributes of password files or a full root directory.

Run the following command to check the attributes of the files **/etc/passwd** and **/etc/shadow** that store user names and passwords:

```
# lsattr /etc/passwd /etc/shadow
```

```
[root@xiaoyao-test ~]# lsattr /etc/passwd /etc/shadow
----i-----e-- /etc/passwd
----i-----e-- /etc/shadow
```

As shown in the preceding figure, the **/etc/passwd** and **/etc/shadow** files have the **i** attribute. A file with the **i** attribute is immutable. It cannot be deleted or renamed, no link can be created to this file, and no data can be written to the file. Only the administrator can set or clear this attribute.

NOTE

Files with the **a** attribute can only be open in append mode for writing. Only the administrator can set or clear this attribute.

The **CAP_LINUX_IMMUTABLE** capability can be used to set or clear this attribute.

For information about other file attributes, run the following command to view the **chattr** user manual:

```
# man chattr
```

2. If the **lsattr** command output does not contain any attributes that restrict file modification, the problem may be caused by insufficient root partition space. In this case, run the following command to check the root partition usage:

```
# df -h
```

Delete unnecessary files from the root partition.

Solution

1. Use **chattr** to revoke the **i** or **a** attribute and then change the password.
 - For files with the **i** attribute, run the following command:
chattr -i /etc/passwd /etc/shadow
 - For files with the **a** attribute, run the following command:
chattr -a /etc/passwd /etc/shadow
 2. (Optional) Change the file attributes back to **i** or **a** to meet the security requirements.
 - To set the **i** attribute for the files, run the following command:
chattr +i /etc/passwd /etc/shadow
 - To set the **a** attribute for the files, run the following command:
chattr +a /etc/passwd /etc/shadow
- Run the following command to check the file attributes again:
- ```
lsattr /etc/passwd /etc/shadow
```

## 9.4 How Do I Change the Key Pair for a Linux ECS?

### Symptom

You changed the key pair for logging in to a Linux ECS, but you could not use the new key pair to log in to the ECS.

### Solution

1. Use the password or old key to log in to the ECS and run the following commands to create a key pair:

```
[root@host ~]$ ssh-keygen <==Create a key pair.
Generating public/private rsa key pair.
Enter file in which to save the key (/root/.ssh/id_rsa): <== Press Enter.
Created directory ~/root/.ssh.
Enter passphrase (empty for no passphrase): <== Enter the key passphrase or press Enter to leave it blank.
Enter same passphrase again: <== Enter the key passphrase again.
Your identification has been saved in /root/.ssh/id_rsa. <== Private key
Your public key has been saved in /root/.ssh/id_rsa.pub. <== Public key
The key fingerprint is:
0f:d3:e7:1a:1c:bd:5c:03:f1:19:f1:22:df:9b:cc:08 root@host
```
2. The key passphrase is mandatory when a private key is used. This prevents the private key from being stolen.

A hidden directory **.ssh** is generated in the home directory of the **root** user. The directory contains two key files: **id\_rsa (private key)** and **id\_rsa.pub (public key)**.
3. Run the following commands on the Linux ECS to install the public key:

```
[root@host ~]$ cd .ssh
[root@host .ssh]$ cat id_rsa.pub >> authorized_keys
```
4. To ensure successful connection, run the following commands to configure file permissions:

```
[root@host .ssh]$ chmod 600 authorized_keys
[root@host .ssh]$ chmod 700 ~/.ssh
```

- (Optional) Edit the `/etc/ssh/sshd_config` file as follows to enable SSH key pair login. (Skip this step for Linux ECSs created using a public image because key pair login has been enabled for them by default.)  
RSAAuthentication yes  
PubkeyAuthentication yes
- Check the following configuration item to ensure that user **root** can log in to the ECS using SSH:  
PermitRootLogin yes
- After the preceding configuration is complete and the login using a key is successful, run the following command to disable password login:  
**PasswordAuthentication no**
- Restart SSH.  
**service sshd restart**

## Follow-up Procedure

- Download the private key to your local computer, to convert it into a format that can be used by PuTTY.  
Use WinSCP or SFTP to download the private key file `id_rsa`. Keep the file secure.
- Open PuTTY Key Generator and click **Load an existing private key file** in **Actions** to load the downloaded private key file.  
If you have set a key passphrase, you need to enter it.
- After the private key file is loaded successfully, PuTTY Key Generator displays the information about the key.
- In the **Key comment** box, enter the description of the private key and click **Save private key** to save the private key file in a format that can be used by PuTTY.
- Use PuTTY to log in to the ECS. In the navigation pane of PuTTY, choose **Connection > SSH > Auth**, and in the **Private key file for authentication** area, browse to and select your private key file, enter the key passphrase, and click **Open** to log in to the ECS.

## 9.5 How Do I Change the Login Mode of a Linux ECS from Key Pair to Password?

### Scenarios

This section describes how to change the login mode of a Linux ECS from key pair to password.

### Procedure

- Use the key to log in to the Linux ECS and set the password of user **root**.  
**sudo passwd root**
- Modify the SSH configuration file on the ECS as user **root**.  
**su root**  
**vi /etc/ssh/sshd\_config**

Modify the following settings:

- Change **PasswordAuthentication no** to **PasswordAuthentication yes**.  
Alternatively, delete the comment tag (#) before **PasswordAuthentication yes**.
- Change **PermitRootLogin no** to **PermitRootLogin yes**.  
Alternatively, delete the comment tag (#) before **PermitRootLogin yes**.

3. Restart sshd for the modification to take effect.

**service sshd restart**

4. Restart the ECS. Then, you can log in to the ECS as user **root** using the password.

 **NOTE**

To prevent unauthorized users from using the key file to access the Linux ECS, delete the **/root/.ssh/authorized\_keys** file or clear the **authorized\_keys** file.

# 10 Firewall Configuration Issues

## 10.1 How Do I Disable a Windows ECS Firewall and Add a Port Exception on a Windows ECS Firewall?

### Scenarios

This section describes how to disable a Windows ECS firewall and add a port exception on a Windows ECS firewall.

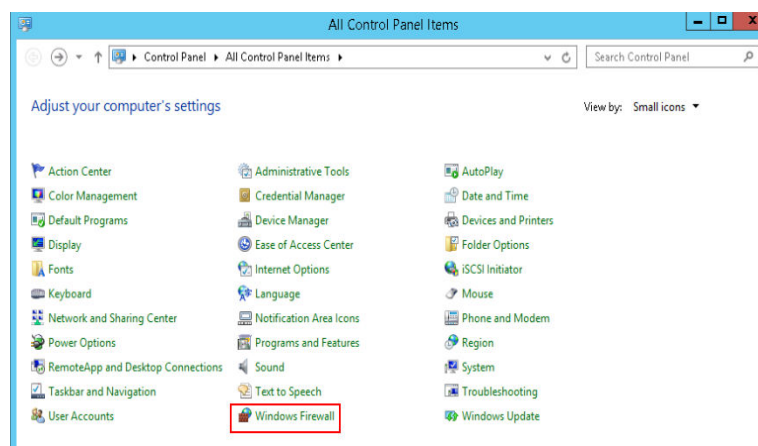
The following operations are performed on an ECS running Windows Server 2012.

#### CAUTION

Enabling a firewall and configuring a security group protect your ECSs. If you disable a firewall, exercise caution when you enable ports in the security group.

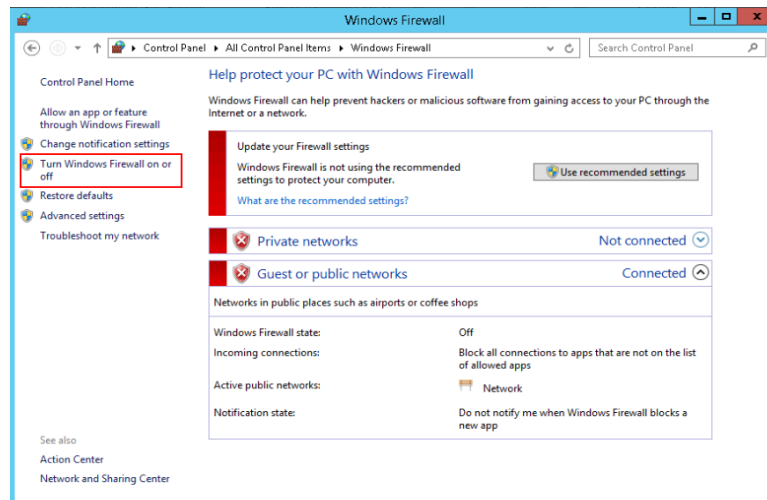
### Enabling or Disabling a Firewall

1. Log in to the Windows ECS.
2. Click the Windows icon in the lower left corner of the desktop and choose **Control Panel > Windows Firewall**.



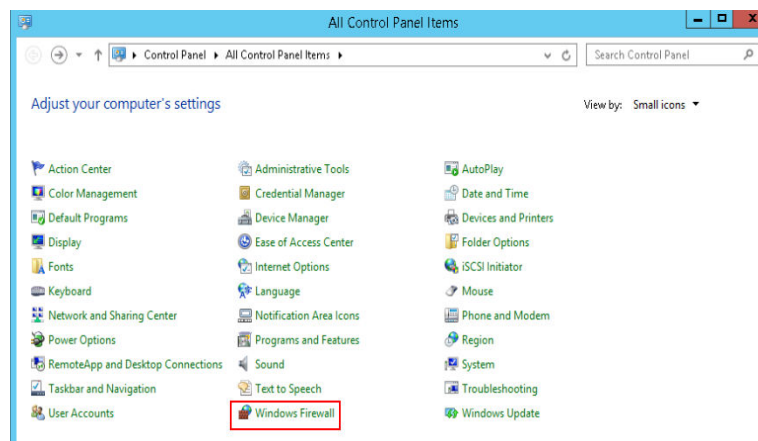


3. Click **Turn Windows Firewall on or off**.  
View and set the firewall status.



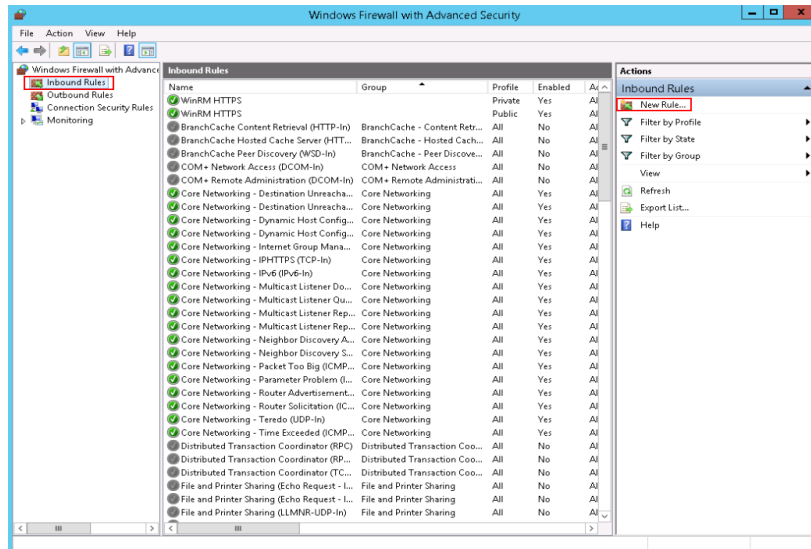
## Adding a Port Exception on a Firewall

1. Log in to the Windows ECS.
2. Click the Windows icon in the lower left corner of the desktop and choose **Control Panel > Windows Firewall**.



3. In the navigation pane on the **Windows Firewall** page, choose **Advanced settings > Inbound Rules**.

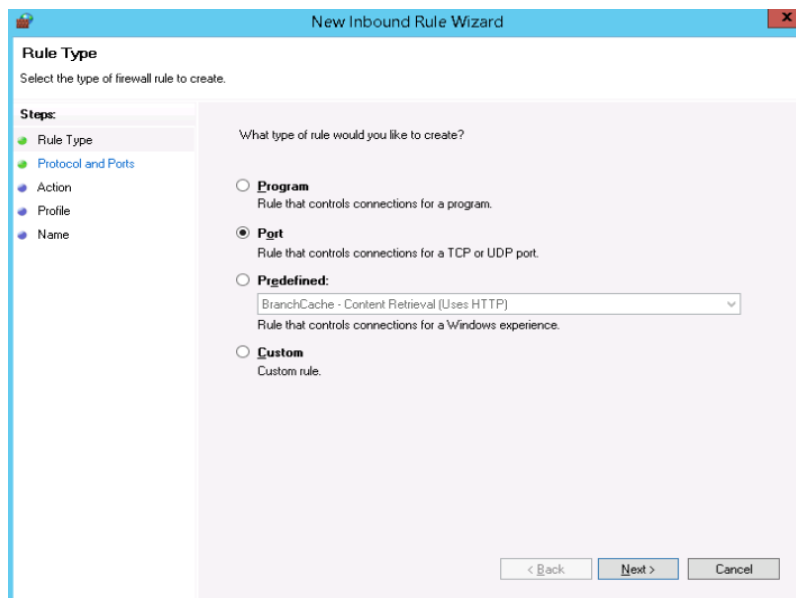
You can view details about the programs and ports that can be connected to the ECS.



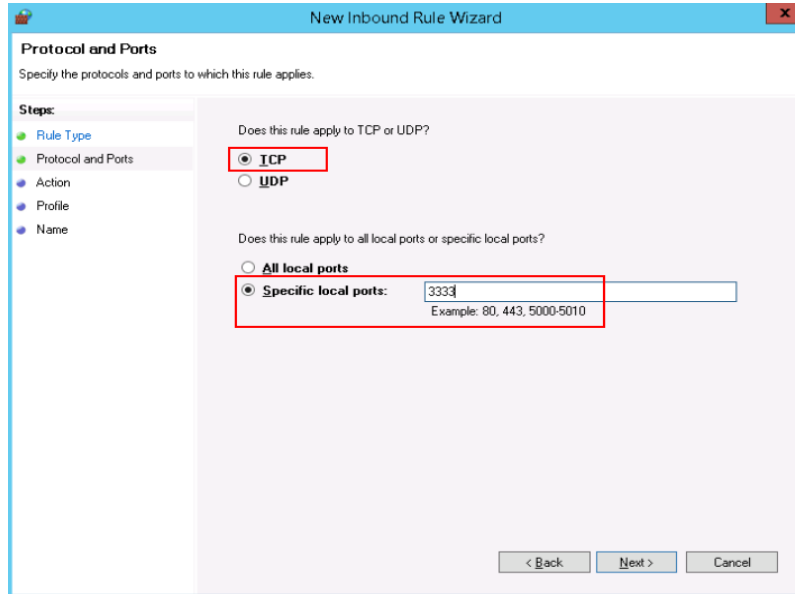
4. Click **New Rule** in the **Actions** column.

Enable ports as prompted. This section uses port 3333 as an example. To permit port 3333, perform the following operations:

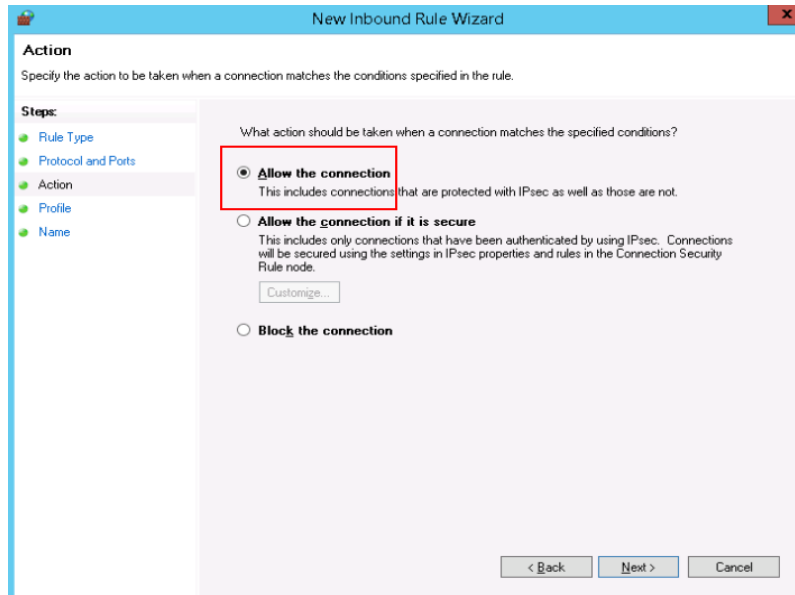
Select **Port**.



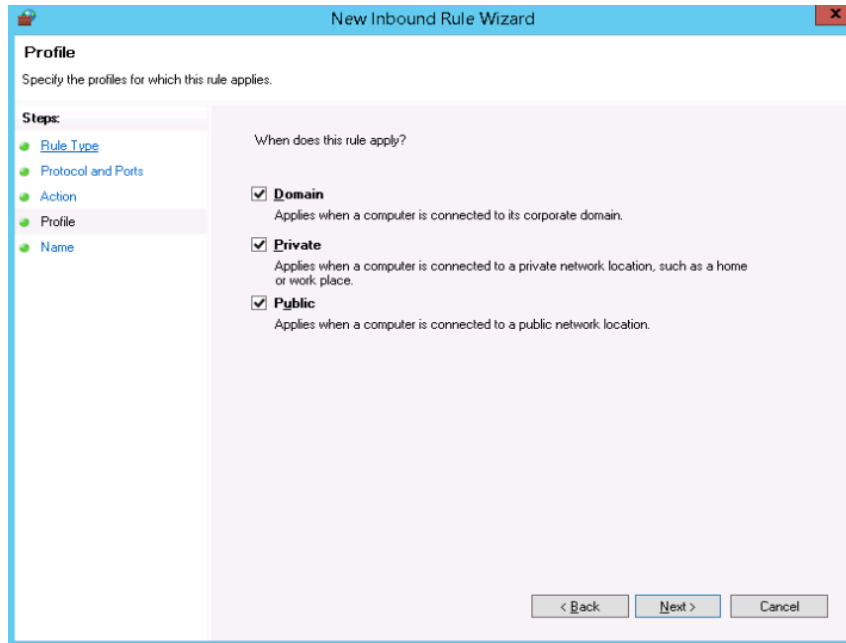
Select a protocol type and set the port.



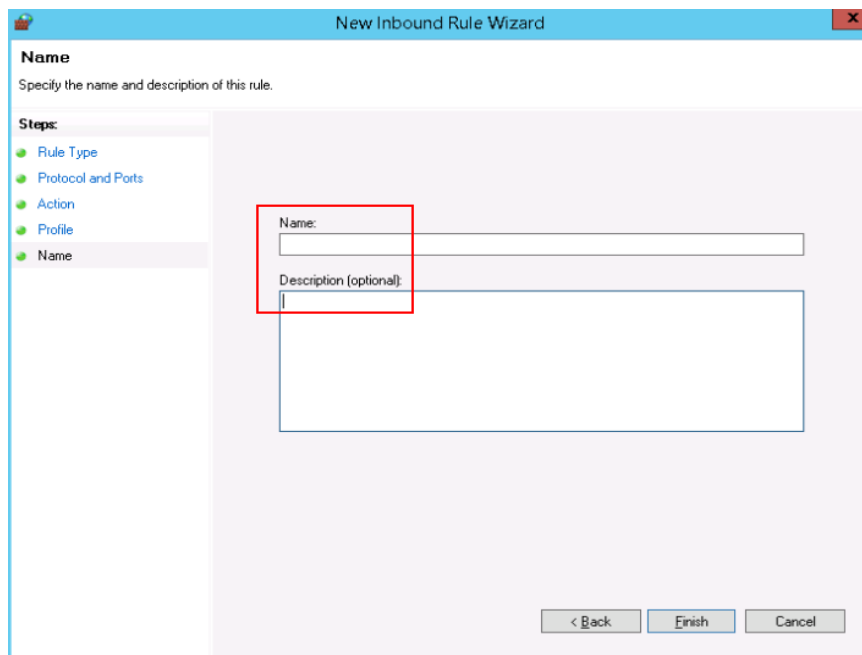
Set a connection rule.



Set the application scenarios of the rule.



Name the rule.



5. Verify that the traffic to the port is permitted on the firewall.  
Click the newly added rule to view its details and set other information, such as computer connection, allowed IP connection, and protocol type.

## 10.2 How Do I Disable a Linux ECS Firewall and Add a Port Exception on a Linux ECS Firewall?

### Scenarios

This section describes how to disable a Linux ECS firewall and add a port exception on a Linux ECS firewall.

---

**⚠ CAUTION**

Enabling a firewall and configuring a security group protect your ECSs. If you disable a firewall, exercise caution when you enable ports in the security group.

---

### Disabling a Firewall

Run the following command to disable the firewall based on the ECS OS:

- CentOS 6  
**service iptables stop**
- CentOS 7  
**systemctl stop firewalld.service**
- Ubuntu  
**ufw disable**
- Debian  
**/etc/init.d/iptables stop**

### Adding a Port Exception on a Firewall

- CentOS 6
  - a. For example, to add TCP port 23, run the following command:  
**iptables -A INPUT -m state --state NEW -m tcp -p tcp --dport 23 -j ACCEPT**
  - b. Save the configuration.  
**service iptables save**
  - c. (Optional) Configure the firewall to automatically start upon ECS startup.  
**chkconfig iptables on**

 NOTE

- To disable automatic firewall startup, run the following command:  
**chkconfig iptables off**
- When the firewall is started on CentOS 6, the "iptables no config file" error may be displayed because the **iptables** configuration file is not detected. To handle this issue, perform the following operations:
  1. Add a new rule.  
**iptables -P OUTPUT ACCEPT**
  2. Save the configuration.  
**service iptables save**
  3. Start the firewall again.  
**service iptables start**
- CentOS 7
  - a. Check the firewall status.  
**systemctl status firewalld**  
or  
**firewall-cmd --state**
  - b. If the firewall is disabled, run the following command to enable it:  
**systemctl start firewalld**  
If "Failed to start firewalld.service: Unit is masked." is displayed, run the **systemctl unmask firewalld** command first and then run the preceding command again to enable the firewall:
  - c. Run the following command to check whether the firewall is enabled:  
**firewall-cmd --state**  
Information similar to the following is displayed:

```
[root@ecs-centos7 ~]# firewall-cmd --state
running
```
  - d. For example, to add TCP port 23, run the following command:  
**firewall-cmd --zone=public --add-port=23/tcp --permanent**  
The configuration is correct if the command output is as follows:

```
[root@ecs-centos7 ~]# firewall-cmd --zone=public --add-port=23/tcp --permanent
success
```
  - e. Reload the policy configuration for the new configuration to take effect.  
**firewall-cmd --reload**
  - f. View all enabled ports.  
**firewall-cmd --list-ports**

```
[root@ecs-centos7 ~]# firewall-cmd --list-ports
23/tcp
```
  - g. (Optional) Configure the firewall to automatically start upon ECS startup.  
**systemctl enable firewalld.service**  
Check whether automatic firewall startup is enabled.  
**systemctl is-enabled firewalld.service;echo \$?**  
The configuration is correct if the command output is as follows:

```
[root@ecs-centos7 ~]# systemctl is-enabled firewalld.service;echo $?
enabled
0
```

 NOTE

To disable automatic firewall startup, run the following command:

**systemctl disable firewalld.service**

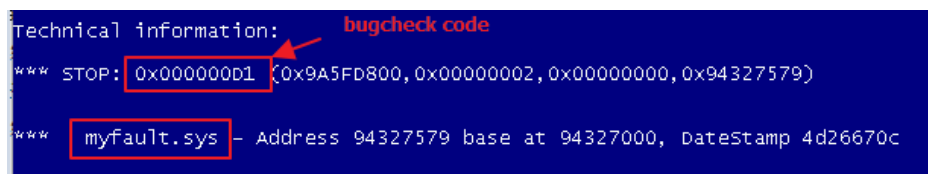
# 11 BSOD Issues

## 11.1 How Do I Fix a BSOD on a Windows ECS?

### Symptom

A blue screen of death (BSOD) occurs on a Windows ECS, as shown in [Figure 11-1](#).

**Figure 11-1** Bugcheck code and module that may cause the BSOD



```
Technical information: bugcheck code
*** STOP: 0x000000d1 (0x9A5FD800, 0x00000002, 0x00000000, 0x94327579)
*** myfault.sys - Address 94327579 base at 94327000, DateStamp 4d26670c
```

### Possible Causes

1. Third-party software from unknown sources is used.
2. The CPU usage is too high.
3. System files and registries are damaged due to misoperations or viruses.

When a BSOD occurs, the system displays a bugcheck code and the module that may cause this error.

Visit [Bug Check Code Reference](#) to learn about solutions provided by Microsoft.

### Solution

1. Do not install software from unknown sources and use authorized software. Windows 2012 is recommended.
2. If the ECS is created using an external image, see "Optimizing a Windows Private Image" in *Image Management Service User Guide*.
3. If the BSOD is caused by high CPU usage, perform the following operations to reduce the CPU usage:



- Stop the processes that are not being used and try again.
  - Restart the ECS.
  - Back up important data and reinstall the OS.
  - If the OS cannot be reinstalled due to important data, replace the disk attached to the ECS. To do so, back up the data on the original disk, detach the disk from the ECS, attach the new disk to the ECS, and copy the data to the new disk.
4. If you need to analyze the BSOD cause, check whether crash dump files are generated in the specified directory.
- Analyzing BSOD logs is time-consuming. You are advised to restart the ECS and identify the fault based on the preceding possible causes. The common causes are third-party antivirus software, system faults, and high CPU usage.

## 11.2 How Do I Troubleshoot Blue Screen or Black Screen Errors After an ECS Is Started?

### Symptom

When you are remotely logging in to an ECS, a screen that's black or blue is displayed.

### Root Cause

The blue screen or black screen errors are caused by explorer.exe errors in Windows. explorer.exe is a Windows program manager or file resource manager. It is used to manage the Windows graphical shell, including desktop and file management. If this program is deleted, the Windows GUI becomes unavailable.

### Solution


1. Open the task manager of the ECS.  
On the VNC login page, click  to open the task manager.
2. On the **Processes** tab, check whether the explorer.exe or Windows resource manager process exists.
  - If yes, end the process.
  - If no, start the process.

Figure 11-2 explorer.exe

|                                |    |           |    |
|--------------------------------|----|-----------|----|
| DitaDesktopWindowsService.e... | 00 | 15,096 K  | D: |
| DitaEditorWindowsService.exe   | 00 | 15,600 K  | D: |
| dwm.exe                        | 00 | 2,904 K   | #  |
| elmservice.exe *32             | 00 | 1,340 K   | el |
| eSpace.exe *32                 | 04 | 196,200 K | e: |
| EXCEL.EXE                      | 01 | 227,724 K | M: |
| explorer.exe                   | 00 | 87,500 K  | W  |
| FaultReport.exe *32            | 00 | 3,084 K   | f: |
| firefox.exe                    | 00 | 91,924 K  | F: |
| firefox.exe                    | 00 | 319,108 K | F: |
| firefox.exe                    | 00 | 37,032 K  | F: |
| firefox.exe                    | 00 | 65,896 K  | F: |
| firefox.exe                    | 00 | 64,200 K  | F: |

3. Start explorer.exe.

Choose **File > New Task**. In the displayed dialog box, enter **explorer.exe** and click **OK**.

 **NOTE**

If the dialog box is not displayed, restart the ECS.

Figure 11-3 Creating a task

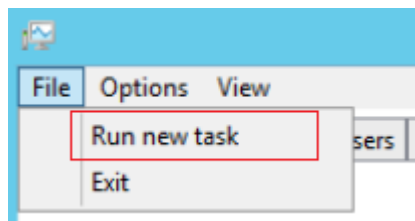
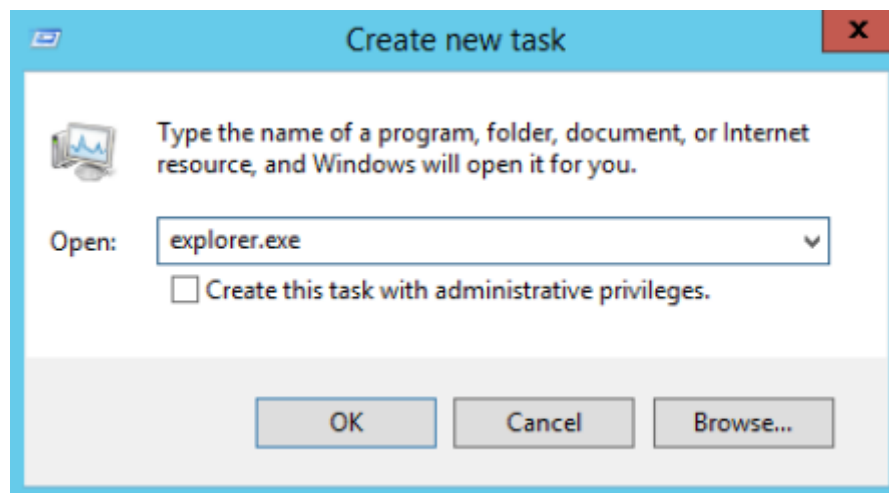


Figure 11-4 Running explorer.exe.



## 11.3 Why Does BSOD Occur When I Log In to an ECS Using Remote Desktop Connection?

### Symptom

When you attempt to use a remote desktop connection to log in to an ECS running Windows Server 2012 R2 from a local computer with redirected drive enabled, blue screen of death (BSOD) occurs.

### Root Cause

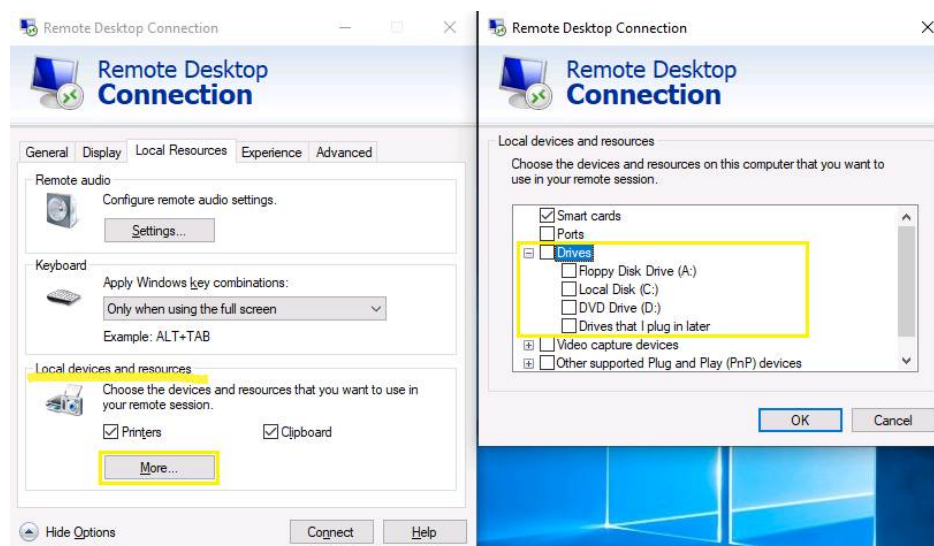
The remote desktop connection with redirected drive enabled loads the desired `rdpdr.sys` drive, which leads to BSOD and error code 0x18, 0x50, 0xa, 0x27, or 0x133.

### Solution

After you enable the remote desktop connection, disable redirect local drives.

1. Start the **Run** dialog box.
2. Enter `mtsc` and click **OK**.  
The **Remote Desktop Connection** window is displayed.
3. Click **Options** in the lower left corner and click the **Local Resources** tab.
4. In the **Local devices and resources** pane, click **More**.
5. Deselect **Drives**.
6. Click **OK**.

Figure 11-5 Disabling redirect local drives



# 12 IIS Installation Issues

## 12.1 How Do I Install IIS on a Windows ECS?

### Scenarios

This section describes how to install IIS on an ECS running Windows Server 2012 R2 Standard.

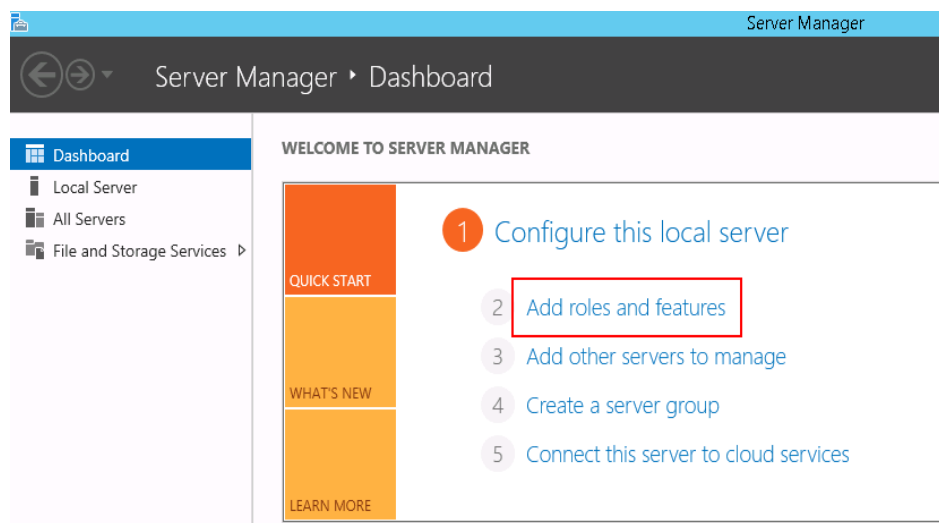
 **NOTE**

Only the procedure for installing IIS will be described. The procedure for installing applications is subject to actual requirements.

### Procedure

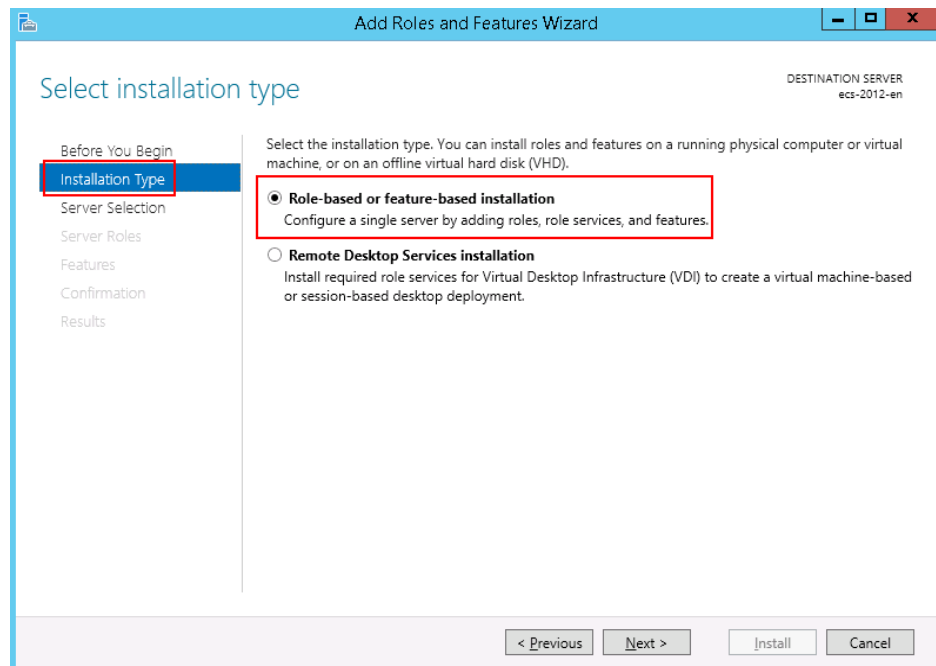
1. Open **Server Manager**.
2. Choose **Quick Start > Add roles and features**.

**Figure 12-1** Adding roles and features



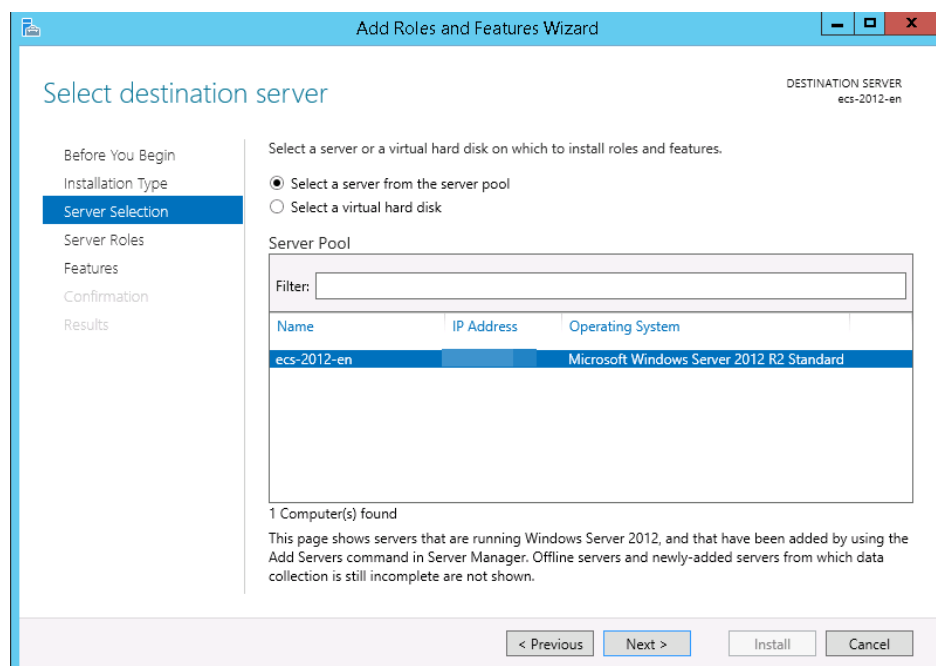
3. In the left navigation pane, choose **Installation Type**.

**Figure 12-2** Installation type



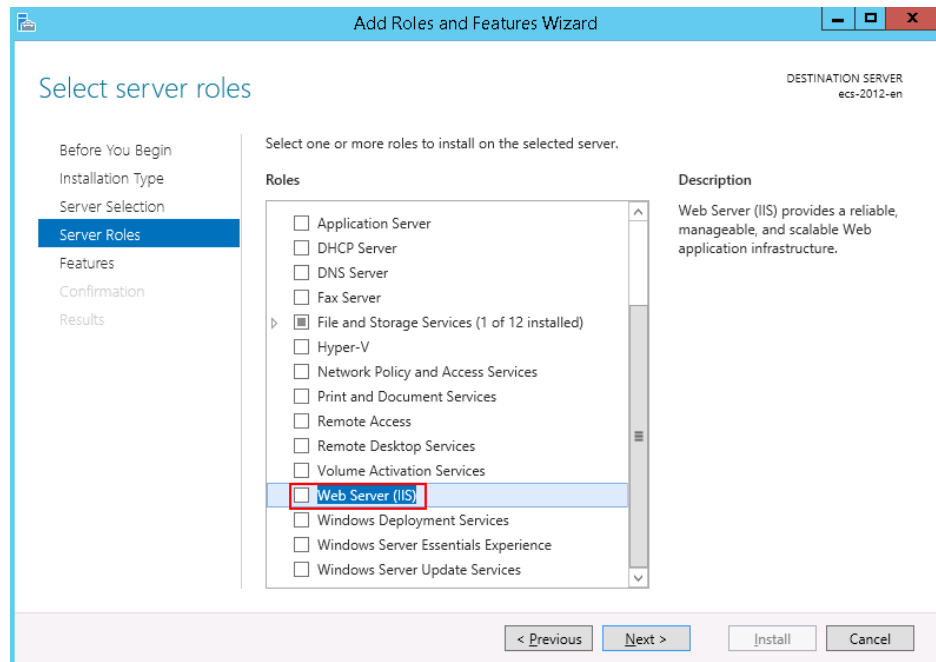
4. Select **Role-based or feature-based installation** and click **Next**.
5. Click **Server Selection**.
6. Select **Select a server from the server pool** and select a server from **Server Pool**.

**Figure 12-3** Selecting a server



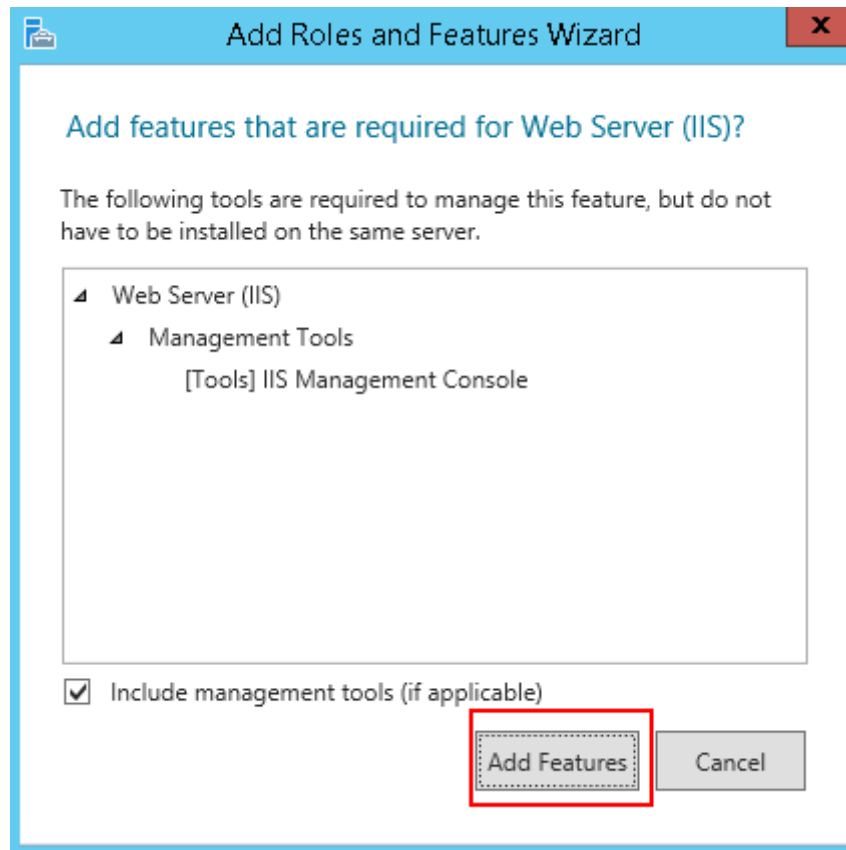
7. Click **Next**.
8. Click **Server Roles**.
9. In the role list, select **Web Server (IIS)**.

**Figure 12-4** Web server (IIS)



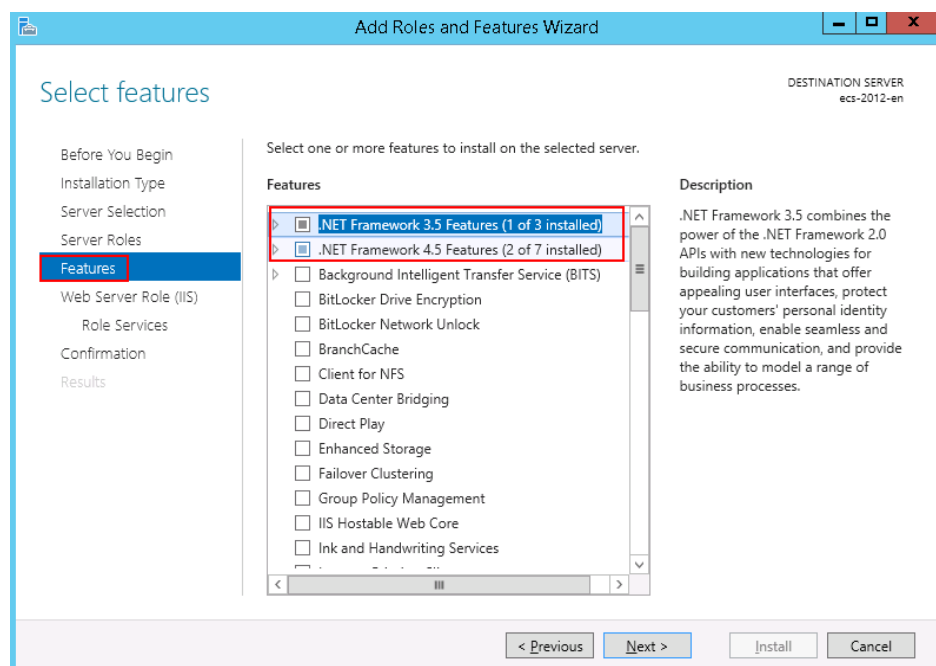
10. In **Add Roles and Features Wizard**, click **Add Features**.

Figure 12-5 Adding features



11. Choose **Features** on the left and select **.Net Framework 3.5** and **.Net Framework 4.5**.

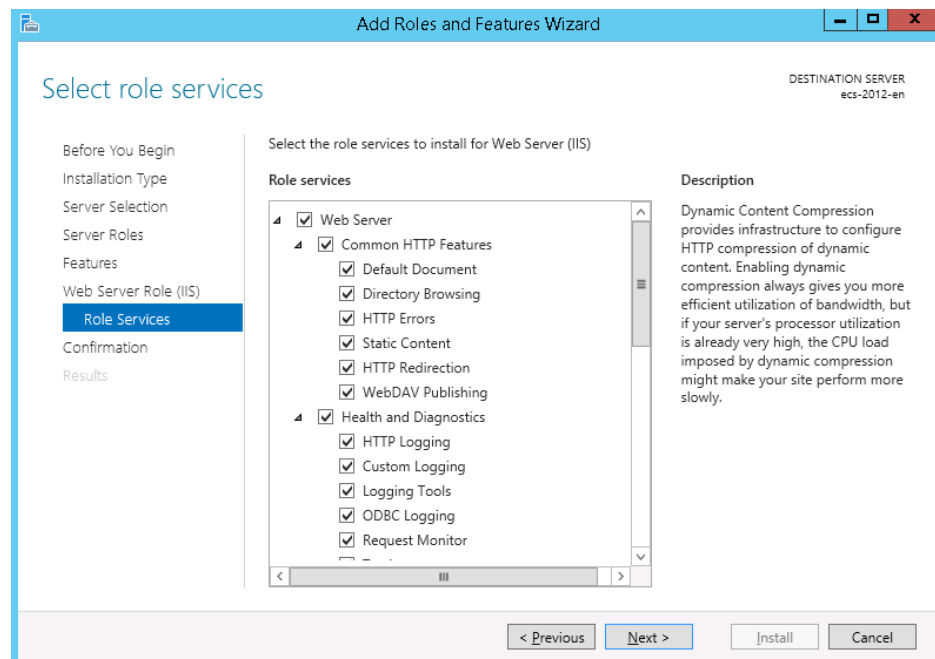
Figure 12-6 Selecting features



12. Choose **Web Server Roles (IIS) > Role Services**. Select the required role services.

If you are not sure about which role service to install, you are advised to select all items except **FTP Server**.

**Figure 12-7** Selecting role services



13. Click **Next**, confirm the roles to be installed, and click **Install**.

## Helpful Links

For instructions about how to configure a domain name for IIS, see [Why Does an Error Occur When I Attempt to Change a Domain Name on IIS Manager?](#)

## 12.2 Why Does an Error Occur When I Attempt to Change a Domain Name on IIS Manager?

### Symptom

A 404 error occurs on the website constructed using IIS.

### Possible Causes

IP address of the domain name is not specified on the IIS Manager.

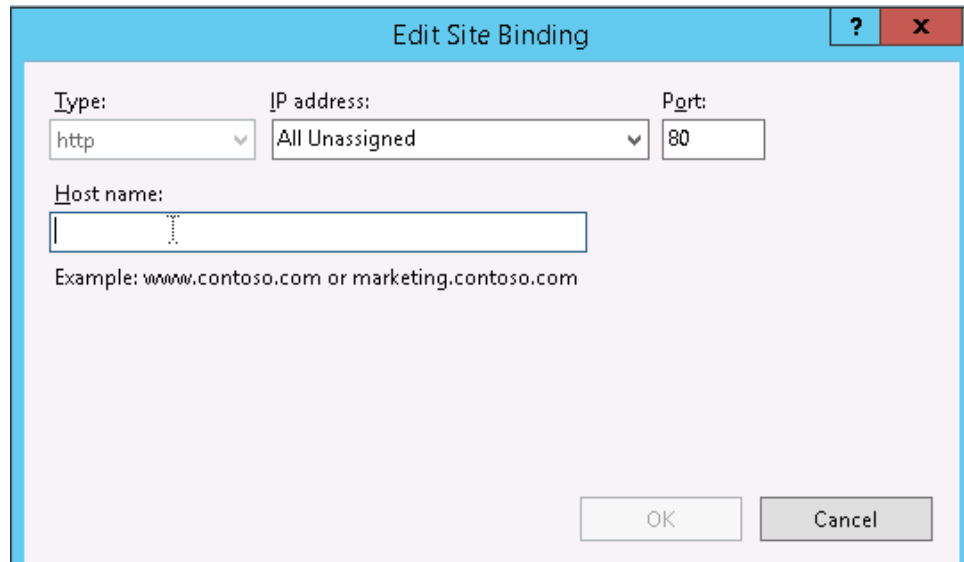
### Procedure

This section describes how to edit site binding on the IIS Manager that is deployed on an ECS running Windows Server 2008 R2.

1. Log in to the ECS and choose **Start > Administrative Tools > IIS Manager**.



2. On the IIS Manager, click **Sites**.
3. Right-click the website to be modified and choose **Edit Bindings**.  
Select a domain name and click **Edit** to add the private IP address of the specified ECS.



## 12.3 How Do I Redirect Web Pages?

### Scenarios

You can refer to the procedure below to do a 301 redirect.

### Procedure

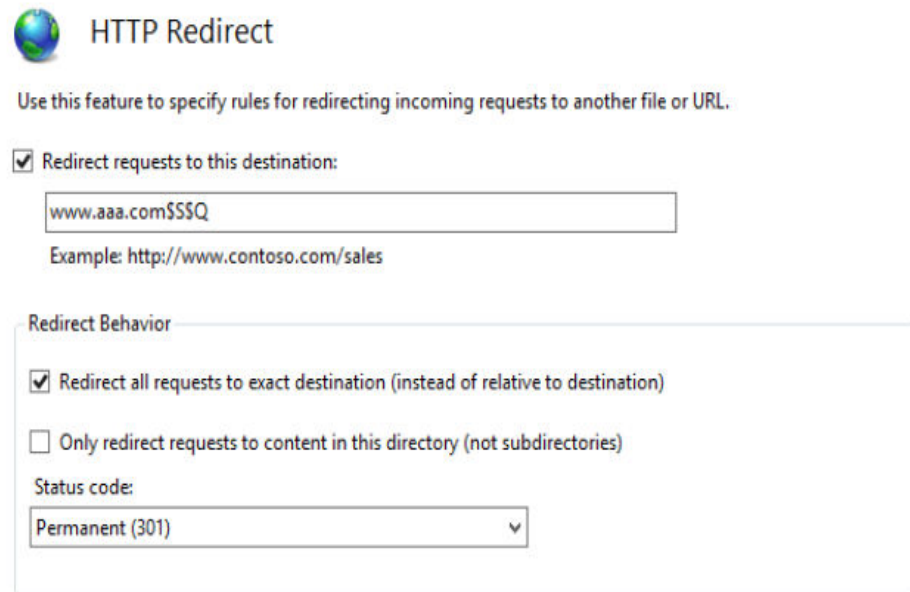
To do a 301 redirect on an ECS with the IIS installed, perform the following steps:

1. Launch a website, for example, `www.aaa.com`, in the IIS.
2. Create an empty folder on the disk.
3. Create a website, for example, `aaa.com`, in the IIS and point it to the empty folder.
4. On the home page, select **HTTP Redirection** and set parameters as follows:
  - Select **Redirect requests to this destination**.
  - Enter `www.aaa.com$$$Q` in the text box.

#### NOTE

The purpose of adding `$$$Q` to the end of a URL is to support redirection for a URL containing question marks (?).

- Select **Redirect all requests to exact destination (instead of relative to destination)**.
- Set **Status code** to **Permanent (301)**.

**Figure 12-8** HTTP Redirect

The screenshot shows the 'HTTP Redirect' configuration window. At the top, there is a globe icon and the title 'HTTP Redirect'. Below the title, a text box explains: 'Use this feature to specify rules for redirecting incoming requests to another file or URL.' A checkbox labeled 'Redirect requests to this destination:' is checked. Below it is a text input field containing 'www.aaa.com\$\$\$Q'. Underneath the input field, an example is provided: 'Example: http://www.contoso.com/sales'. A section titled 'Redirect Behavior' contains two checkboxes: 'Redirect all requests to exact destination (instead of relative to destination)' which is checked, and 'Only redirect requests to content in this directory (not subdirectories)' which is unchecked. Below these checkboxes is a 'Status code:' label and a dropdown menu currently set to 'Permanent (301)'.

## Helpful Links

In addition to redirection in the IIS, you can perform 301 redirects through code. The following describes how to perform 301 redirects in PHP and Apache.

- 301 redirect in PHP

```
<?php
Header("HTTP/1.1 301 Moved Permanently");
Header("Location: http://www.***.cn"); //Redirect to a URL with www.
?>
```

- 301 redirect in Apache

Example code for redirecting your domain to a www URL:

```
deny from all
RewriteEngine on
RewriteCond %{HTTP_HOST}^(****\.com)(:80)?[NC]
RewriteRule ^(.*) http://www.***.com/$1 [R=301,L]
order deny,allow
```

# 13 Change History

---

| Release Date | Description                               |
|--------------|-------------------------------------------|
| 2023-03-31   | This issue is the first official release. |