



## FAQ & Troubleshooting

This document is to answer common & troubleshooting questions related to the Tech Zone FS Cloud demo.

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## IBM Cloud for Financial Services – Tech Zone Demo Environment Hybrid Cloud Ecosystem – Ecosystem Labs

I got an error trying to accept the invitation to the Demo environment account

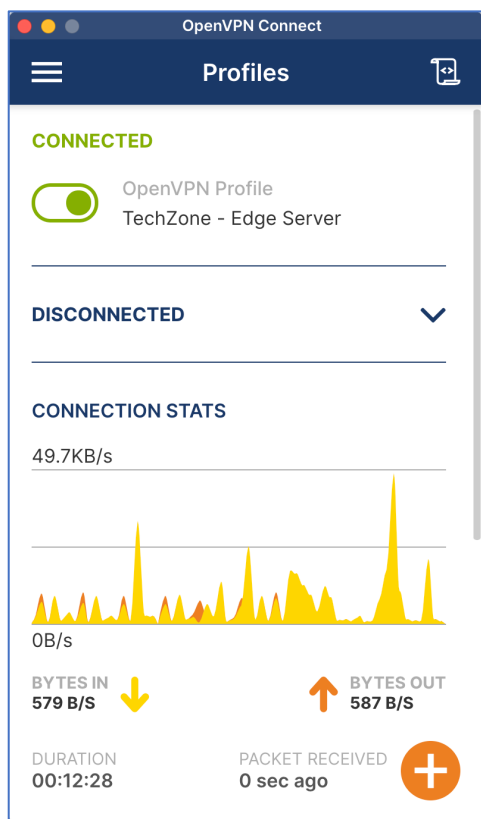
IBM Cloud will occasionally encounter errors when connecting IBM's accounts to the enterprise account used for the demo environment. If this happens, simply redirect your browser to <https://cloud.ibm.com> and check if you have access to the "Tech Zone FS Cloud XX" account. If you do not have access to the demo account, log out of IBM Cloud, and accept the invitation again.

How do I connect to the FS Cloud demo environment's network?

1. Download the OpenVPN client
  - Windows <https://openvpn.net/community-downloads/>
  - MacOS <https://openvpn.net/client-connect-vpn-for-mac-os/>
  - Linux <https://openvpn.net/download-open-vpn/>
2. Download the techzone.ovpn VPN certificate from <https://techzone-iam-agent.eqtyaj6hk2k.eu-de.codeengine.appdomain.cloud/vpn/download> and add it to the OpenVPN client
3. Connect to the VPN. Once connected, you should be able to access contents of the VPC network



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## Why can't I access the OpenShift dashboard on the frontoffice-mgmt-cluster within the Management VPC?

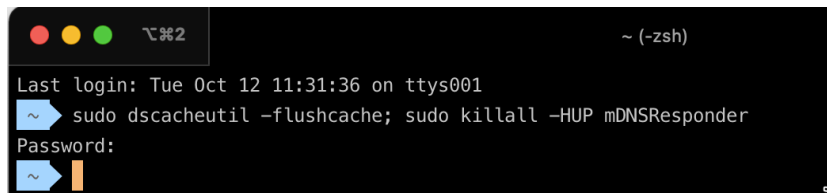
If you have correctly connected to the VPN client, and you are still unable to access the **frontoffice-mgmt-cluster's** OpenShift Dashboard, then your VPN settings are likely corrupt. This sometimes happens when switching between different WIFI networks while the VPN client is still connected.

To fix this issue:

1. Disconnect from the VPN connection.
2. Completely quit the OpenVPN client.
3. Disconnect from wifi.
4. Wait 30 seconds.
5. Reconnect WIFI.
6. Restart the OpenVPN client.
7. Reconnect to the VPN.
8. This should fix the network connectivity issue with the management VPC.
9. If you still have the problem, then try flushing your DNS cache.

On OS X, you can do this by running the following command in a terminal (you will be prompted for the su/root password):

```
sudo dscacheutil -flushcache; sudo killall -HUP mDNSResponder
```



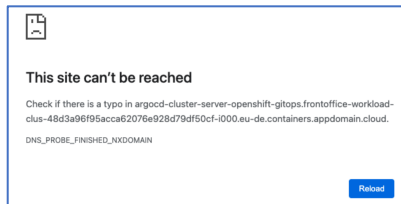
10. If the problem still persists, restart your computer and reconnect.
11. If restarting did not work, proceed to the "IP Conflict" section on page 6.



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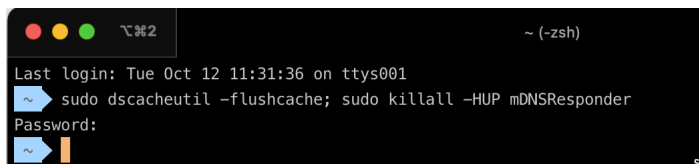
### Why can't I access ArgoCD on the workload cluster?

Depending on your network configuration, you may be able to access the OpenShift Dashboard for the workload cluster, but encounter issues accessing deployments within the workload cluster, even though you're connected to the VPC network using the OpenVPN client. You may encounter DNS issues, for example:

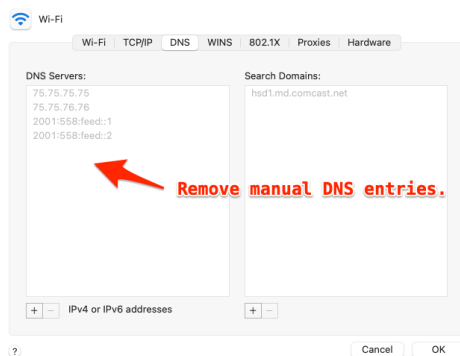


This issue can happen when there is a DNS conflict on your operating system, and has been known to occur if using Google DNS as your DNS provider. First, try flushing your DNS cache. On OS X, you can do this by running the following command in a terminal (you will be prompted for the su/root password):

```
sudo dscacheutil -flushcache; sudo killall -HUP mDNSResponder
```



If flushing the DNS cache did not fix the issue, then you need to remove all manual DNS entries from your DNS configuration. Once you have established connectivity, you should be able to add the DNS entries back.



If changing DNS entries did not resolve your issue, proceed to the “IP Conflicts” section on page 6.



## IP Conflicts – What network/IP range is used by the FS Cloud VPCs & VPN subnets?

The FS Cloud reference architecture reserves the 10.10.10.0 – 10.10.10.255 IP address range (CIDR).

Certain IP addresses are reserved for use by IBM when operating within a VPC. Here are the reserved addresses:

- First address in the CIDR range (10.10.10.0): Network address
- Second address in the CIDR range (10.10.10.1): Gateway address
- Third address in the CIDR range (10.10.10.2): reserved by IBM
- Fourth address in the CIDR range (10.10.10.3): reserved by IBM for future use
- Last address in the CIDR range (10.10.10.255): Network broadcast address

If your local network also uses the 10.10.10.\* IP range, then you will encounter IP conflicts, and will not be able to access resources within the Tech Zone FS Cloud VPC. These conflicts must be resolved by changing your network configuration in order to access the FS Cloud demo instance.

If you encounter this issue, please contact Sean Sundberg [seansund@us.ibm.com](mailto:seansund@us.ibm.com), Andrew Trice [amtrice@us.ibm.com](mailto:amtrice@us.ibm.com), or Matt Perrins [mjperrin@us.ibm.com](mailto:mjperrin@us.ibm.com) for guidance.

Additional information about VPC networking is available at:  
<https://cloud.ibm.com/docs/vpc?topic=vpc-about-networking-for-vpc>