

Issue Number	Categories	Issue Description	Symptoms	Root Cause Analysis	Resolution Procedures	Helpful Tools or Resources	Comments
Example One	Networking	Application on EC2 instance connectivity issue	<p>Could not connect to an existing website. Was able to successfully connect yesterday. Tried different browsers and got the following errors:</p> <ul style="list-style-type: none"> - Firefox: The connection has timed out. The server at ec2-34-221-214-86.us-west-2.compute.amazonaws.com is taking too long to respond. - Chrome: This site can't be reached ec2-34-221-214-86.us-west-2.compute.amazonaws.com took too long to respond. - Microsoft Edge: Hmm...can't reach this page <p>Details</p> <p>There was a temporary DNS error. Try refreshing the page.</p> <p>Error Code: INET_E_RESOURCE_NOT_FOUND</p>	<p>The instance was no longer running. Perhaps someone stopped it and then it was restarted because the URL to connect to it also changed.</p>	<p>Use the Amazon EC2 dashboard to verify that the EC2 instance is running. If not, start it and try to connect again.</p>	<p>Amazon EC2 dashboard: To view instance status, choose Instances. In the Details pane, look at Instance State.</p> <ol style="list-style-type: none"> 1) Choose the instance. 2) Choose Instance state > Start instance. 3) Wait until the Instance State is Running. 	<p>Other details to check:</p> <ul style="list-style-type: none"> - Is the URL correct? - Are any AWS services down in the target Region? Check the AWS Service Health Dashboard at https://status.aws.amazon.com/.
Example Two	Networking	SSH to EC2 instance issue	<p>Received the following error: "Network error: Connection timed out"</p>	<p>There were two issues. First, the permissions were not correctly set on the key pair. Second, the security group did not allow traffic on port 22.</p>	<ol style="list-style-type: none"> 1. Verify that the SSH key being used is one that the EC2 instance supports. 2. Verify that the SSH key has the correct permissions set (chmod 400). 3. Verify that the security group associated with the EC2 instance has TCP port 22 open for inbound traffic. 	<p>https://aws.amazon.com/premiumsupport/knowledge-center/ec2-linux-ssh-troubleshooting/ and https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/TroubleshootingInstancesConnecting.html</p>	<p>Other details to check:</p> <ul style="list-style-type: none"> - Is ec2-user the correct user to try to connect as? - Does the laptop have internet access? For example, do webpages load in a browser? - Did someone change the SSH settings on the instance that the user is trying to connect to?
Example Three	Foundational IT	Out of disk space on an EC2 instance	An application on an instance stopped running.	The instance ran out of disk space.	<p>Check available disk space. From a terminal: \$ df -h</p>	<p>https://aws.amazon.com/premiumsupport/knowledge-center/ec2-linux-ssh-troubleshooting/ and https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/TroubleshootingInstancesConnecting.html</p>	<p>Other details to check:</p> <ul style="list-style-type: none"> - Look at the web server log file if the web server won't start.
Example Four	Foundational IT	Linux service stopped running	A webpage hosted on an instance was not loading (page not found error).	The web server wasn't running.	<p>Check the web server process status \$ sudo /var/log/apache or /var/log/httpd service httpd status, and if it is not running, start it</p>	<p>\$ sudo service httpd start</p>	<p>Look at the web server log file if the web server won't start.</p>

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Foundational IT