

# Internal Dashboard Troubleshooting Report

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## Issue Summary

- Users were unable to access `internal.example.com`.
- Error received: "Host not found" / NXDOMAIN.
- Suspected root cause: DNS resolution failure or network misconfiguration.

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## Troubleshooting Steps

### 1. Confirmed DNS Resolution Issue

Command used:

```
nslookup internal.example.com
```

Result:

- Error: server can't find internal.example.com: NXDOMAIN
- Confirms that DNS cannot resolve the hostname.

Screenshot:

(Insert Screenshot 1 here)

### 2. Checked Current DNS Settings

Command used:

```
cat /etc/resolv.conf
```

Result:

- Found wrong or missing DNS servers.

Screenshot:

(Insert Screenshot 2 here)

### 3. Found Correct Server IP Address

Command used:

```
nmap -sn 192.168.1.0/24
```

or

```
arp -a
```

Result:

- Found internal server at 192.168.1.50.

Screenshot:

(Insert Screenshot 3 here)

#### 4. Temporary Fix by Editing /etc/hosts

Command used:

```
sudo nano /etc/hosts
```

Added Entry:

```
192.168.1.50 internal.example.com
```

Result:

- Local hostname resolution succeeded via /etc/hosts.

Screenshot:

(Insert Screenshot 4 here)

#### 5. Verified Service Reachability

✓ Ping Test

Command used:

```
ping internal.example.com
```

Result:

- Successful replies received.

Screenshot:

(Insert Screenshot 5a here)

✓ HTTP Service Test

Command used:

```
curl -I http://internal.example.com
```

Result:

- Received HTTP 200 OK (or other valid HTTP response).

Screenshot:

(Insert Screenshot 5b here)

#### 6. (Bonus) Permanent DNS Configuration Fix

Configured systemd-resolved

Command used:

```
sudo nano /etc/systemd/resolved.conf
```

Added:

```
[Resolve]
```

```
DNS=8.8.8.8 1.1.1.1
```

Restarted DNS service:

```
sudo systemctl restart systemd-resolved
```

```
sudo ln -sf /run/systemd/resolve/resolv.conf /etc/resolv.conf
```

Confirmed with:

```
cat /etc/resolv.conf
```

Result:

- DNS servers now correctly set.

Screenshot:

(Insert Screenshot 6 here)

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## Root Cause Identified

Cause

Confirmed

Incorrect or missing DNS configuration

✓ Confirmed via nslookup and /etc/resolv.conf

No local /etc/hosts entry for internal.example.com

✓ Confirmed and temporarily fixed

Correct server IP unknown initially

✓ Found using nmap/arp scan

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## Solution Applied

- Added correct manual entry to /etc/hosts.

- Updated system DNS configuration to reliable public DNS servers.

- Verified connectivity by ping and curl tests.

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## Outcome

- internal.example.com now resolves successfully.

- Web dashboard is reachable and operational.

- Network and DNS services restored for users.

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