

Temporary failure in name resolution

Last edited by [VVADLAMU](#) 2 years ago

Issue description

The `gitfetch/workspace-activation/ping` to the nearest artifactory fails because WSL is unable to resolve the DNS.

What is DNS?

The Domain Name System (DNS) is used to resolve (translate) hostnames to internet protocol (IP) addresses and vice versa. A DNS server, also known as a nameserver, maps IP addresses to hostnames or domain names.

Error Messages/Screenshot :-

```
object at 0x7f13755a8940>: Failed to establish a new connection: [Errno -3] Temporary failure in name resolution',))
mkhoda@DESKTOP-S8HC03I:~$ dn ws add --name [REDACTED] --profile https://bsp-os.git.visteon.com/platform/bsp-os/programs/vw/manifest/-/blob/develop/my2022/fpkb8/v
w_my2022_fpkb8.ini --d .

Could not check for devNext new version availability!! Proceeding with devNext command execution.
Username for 'https://bsp-os.git.visteon.com': [REDACTED]
Password for 'https://[REDACTED]@bsp-os.git.visteon.com':
HTTPSConnectionPool(host='bsp-os.git.visteon.com', port=443): Max retries exceeded with url: /oauth/token (Caused by NewConnectionError('<urllib3.connection.HTTPSConnection
object at 0x7fec83af99b0>: Failed to establish a new connection: [Errno -3] Temporary failure in name resolution',))
mkhoda@DESKTOP-S8HC03I:~/[REDACTED]$ s
```

Possible Solutions :-

- 1. [Restarting wsl using commands](#)
- 2. [Restarting Zscaler & it's services](#)
- 3. [Restarting Lxss manager](#)
- 4. [Restarting Host-system](#)

▼ Restarting WSL using commands

- 1. Shutting down and restarting wsl through `command prompt`



```
wsl.exe --shutdown
```

- 2. Start your wsl distro through command or UI

▼ Restarting Zscaler & It's services



- 1. Try Re-authenticating your Zscaler

- 2. Restarting Zscaler services.

Open zscaler  More  Restart services

▼ Restarting Lxss Manager

Lxss manager info

 Win key + R  services.msc :gear::arrow: right: Search Lxss Manager

FAQs at <https://q2a.visteon.com/tag/git/>

1. Right-click on Lxss Manager ➡ Stop ➡ Start

▼ Restarting Host-system

If none of the above method didn't work out, we'll suggest you to go for windows system restart.

To turn off your PC in Windows 10, select the Start button ➡ select the Power button ➡ and then select Shut down.

Support: If you've any Queries w.r.t above mentioned steps, Please reach out to devNext.support@visteon.com