

[SOLVED] Intel NIC e1000e hardware unit hang

md127 · Mar 5, 2022

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md127

New Member



Mar 5, 2022

 #1

This has been discussed many times, is there a solution/workaround yet, as the specified steps are not working for me?
I've the following in /etc/network/interfaces

Code:

```
auto lo
iface lo inet loopback

iface eno1 inet manual
    offload-gso off
    offload-gro off
    offload-tso off
    offload-rx off
    offload-tx off
    offload-rxvlan off
    offload-txvlan off
    offload-sg off
    offload-ufo off
    offload-lro off

auto vmbr0
iface vmbr0 inet static
    address xxx
    gateway xxx
    bridge-ports eno1
    bridge-stp off
    bridge-fd 0
```

Syslog:

Code:

```
Mar 05 09:38:22 snuc2 kernel: e1000e 0000:00:1f.6 eno1: Detected Hardware Ur
    TDH                <3b>
    TDT                <59>
    next_to_use        <59>
    next_to_clean      <3a>
buffer_info[next_to_clean]:
    time_stamp         <1000bb386>
    next_to_watch      <3b>
```

```

jiffies                <1000bb5e0>
next_to_watch.status  <0>
MAC Status             <40080083>
PHY Status            <796d>
PHY 1000BASE-T Status <3800>
PHY Extended Status   <3000>
PCI Status            <10>
Mar 05 09:38:24 snuc2 kernel: e1000e 0000:00:1f.6 eno1: Detected Hardware Ur
TDH                   <3b>
TDT                   <59>
next_to_use           <59>
next_to_clean         <3a>
buffer_info[next_to_clean]:
time_stamp            <1000bb386>
next_to_watch         <3b>
jiffies               <1000bb7d8>
next_to_watch.status  <0>
MAC Status            <40080083>
PHY Status            <796d>
PHY 1000BASE-T Status <3800>
PHY Extended Status   <3000>
PCI Status            <10>
Mar 05 09:38:26 snuc2 kernel: e1000e 0000:00:1f.6 eno1: Detected Hardware Ur
TDH                   <3b>
TDT                   <59>
next_to_use           <59>
next_to_clean         <3a>
buffer_info[next_to_clean]:
time_stamp            <1000bb386>
next_to_watch         <3b>
jiffies               <1000bb9c8>

```



oguz

Proxmox Retired Staff

Retired Staff



Mar 14, 2022

#2

hi,

md127 said: ↻

This has been discussed many times, is there a solution/workaround yet, as the specified steps are not working for me?

where did you find those steps?

could you install `ethtool` and check your interface like: `ethtool -k eno1 | grep offload` to see if they're really disabled?

if not then please check the workaround in the post here [0] (the original linked thread is [1] but quite a long one to go through), using `ethtool` to set those options off.

if none of that works, post the requested information from my first post on thread [0]

[0]: <https://forum.proxmox.com/threads/trap-error-on-e1000-network-adapter.105758>
[1]: <https://forum.proxmox.com/threads/e1000-driver-hang.58284/page-4#post-302307>

Best regards,
Oguz

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md127

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Mar 14, 2022

#3

oguz said:

could you install `ethtool` and check your interface like: `ethtool -k eno1 | grep offload` to see if they're really disabled?

@oguz That's a great tip as although I had them disabled in the interface file (see below), the offloading got enabled automatically! Do we need to setup a cron job to periodically disable this?

Code:

```
auto lo
iface lo inet loopback

iface eno1 inet manual
    offload-gso off
    offload-gro off
    offload-tso off
    offload-rx off
    offload-tx off
    offload-rxvlan off
    offload-txvlan off
    offload-sg off
    offload-ufo off
    offload-lro off

auto vmbr0
iface vmbr0 inet static
    address 192.168.1.158/24
    gateway 192.168.1.1
    bridge-ports eno1
    bridge-stp off
    bridge-fd 0
```



Mar 14, 2022

#4

<div><div>oguz</div><div>Proxmox Retired Staff</div><div>Retired Staff</div><div>▼</div></div>	<div>md127 said: ↻</div> <div>! Do we need to setup a cron job to periodically disable this?</div> <div>check the linked post [0], you can add a <code>post-up</code> directive in your network configuration file as described there (that will basically rerun the workaround when the interface is up)</div> <div>Best regards, Oguz</div> <div>Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation</div>
<div><div>M</div><div>md127</div><div>New Member</div><div>👤</div><div>▼</div></div>	<div>Mar 14, 2022<div>↻ #5</div></div> <div>oguz said: ↻</div> <div>check the linked post [0], you can add a <code>post-up</code> directive in your network configuration file as described there (that will basically rerun the workaround when the interface is up)</div> <div>Thanks! Apply them to the vmbr0 interface as well? And reboot PVE?</div>
<div><div>✕</div><div>oguz</div><div>Proxmox Retired Staff</div><div>Retired Staff</div><div>▼</div></div>	<div>Mar 14, 2022<div>↻ #6</div></div> <div>md127 said: ↻</div> <div>Apply them to the vmbr0 interface as well? And reboot PVE?</div> <div>yes and yes. you can also install <code>ifupdown2</code> and do <code>ifreload -a</code> instead of rebooting</div> <div>Best regards, Oguz</div> <div>Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation</div>
<div><div>M</div><div>md127</div><div>New Member</div><div>👤</div><div>▼</div></div>	<div>Mar 14, 2022<div>↻ #7</div></div> <div>Awesome! thanks again. Will try and mark this as a "solution" if it works Last question (for the time being): only gso/tso off? What about the others? Right now I've switched off a lot more options in the interfaces file shared above, which gives me this:</div> <div>Code:</div>

```
root@snuc2:~# ethtool -k eno1|grep offload
tcp-segmentation-offload: off
generic-segmentation-offload: off
generic-receive-offload: off
large-receive-offload: off [fixed]
rx-vlan-offload: off
tx-vlan-offload: off
l2-fwd-offload: off [fixed]
hw-tc-offload: off [fixed]
esp-hw-offload: off [fixed]
esp-tx-csum-hw-offload: off [fixed]
rx-udp_tunnel-port-offload: off [fixed]
tls-hw-tx-offload: off [fixed]
tls-hw-rx-offload: off [fixed]
macsec-hw-offload: off [fixed]
hsr-tag-ins-offload: off [fixed]
hsr-tag-rm-offload: off [fixed]
hsr-fwd-offload: off [fixed]
hsr-dup-offload: off [fixed]
```

**oguz**

Proxmox Retired Staff

Retired Staff



Mar 15, 2022

#8

md127 said: ↩

Last question (for the time being): only gso/tso off? What about the others?

try the options as posted before: `ethtool -K eno1 gso off gro off tso off tx off rx off`

if it doesn't solve your issue please report

Best regards,
OguzDo you already have a Commercial Support Subscription? - If not, [Buy now](#) and read the [documentation](#)**md127**

New Member



Mar 19, 2022

#9

@oguz guess that's it! I don't see any more hardware hangs. Thanks much for helping debug the issue and provide the workaround.
Is it possible to disable rx-vlan/tx-vlan offload in that script as well?

Code:

```
root@snuc2:~# ethtool -k eno1|grep offload
tcp-segmentation-offload: off
generic-segmentation-offload: off
generic-receive-offload: off
```

```
large-receive-offload: off [fixed]
rx-vlan-offload: off
tx-vlan-offload: off
l2-fwd-offload: off [fixed]
hw-tc-offload: off [fixed]
esp-hw-offload: off [fixed]
esp-tx-csum-hw-offload: off [fixed]
rx-udp_tunnel-port-offload: off [fixed]
tls-hw-tx-offload: off [fixed]
tls-hw-rx-offload: off [fixed]
macsec-hw-offload: off [fixed]
hsr-tag-ins-offload: off [fixed]
hsr-tag-rm-offload: off [fixed]
hsr-fwd-offload: off [fixed]
hsr-dup-offload: off [fixed]
```

haarm123

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