Troubleshooting heartbeat failure issue between Nodes

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Contents

Issue

After installing the both nodes self-Host and self-Host2, you may see below issue from one Worker Node self-Host2, how could you resolve below issue?

Log Name: Integration Runtime Source: Integration Runtime (Self-hosted) Worker Date: 1/8/2020 4:57:32 AM Event ID: 42012 Task Category: None Level: Error Keywords: Classic User: N/A Computer: Self-Host2 Description: DEBUG: Can not connect to worker manager: net.tcp://self-host:8060/ExternalService.svc/ Could not connect to net.tcp://self-host:8060/ExternalService.svc/WorkerManager. The connection attempt lasted for a time span of 00:00:21.0303274. TCP error code 10060: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060. A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060

Exception detail:

System.ServiceModel.EndpointNotFoundException: Could not connect to net.tcp://self-host:8060/ExternalService.svc/WorkerManager. The connection attempt lasted for a time span of 00:00:21.0303274. TCP error code 10060: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060. ---> System.Net.Sockets.SocketException: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060 at System.Net.Sockets.Socket.DoConnect(EndPoint endPointSnapshot, SocketAddress socketAddress) at System.Net.Sockets.Socket.Connect(EndPoint remoteEP) at System.ServiceModel.Channels.SocketConnectionInitiator.Connect(Uri uri, TimeSpan timeout) --- End of inner exception stack trace ---

Server stack trace: at System.ServiceModel.Channels.SocketConnectionInitiator.Connect(Uri uri, TimeSpan timeout) at System.ServiceModel.Channels.BufferedConnectionInitiator.Connect(Uri uri, TimeSpan timeout) at System.ServiceModel.Channels.ConnectionPoolHelper.EstablishConnection(TimeSpan timeout) at System.ServiceModel.Channels.ClientFramingDuplexSessionChannel.OnOpen(TimeSpan timeout) at System.ServiceModel.Channels.CommunicationObject.Open(TimeSpan timeout) at System.ServiceModel.Channels.ServiceChannel.OnOpen(TimeSpan timeout) at System.ServiceModel.Channels.CommunicationObject.Open(TimeSpan timeout) at System.ServiceModel.Channels.ServiceChannel.CallOpenOnce.System.ServiceModel.Channels.ServiceChannel.ICallOnce.Call(ServiceChannel channel, TimeSpan timeout) at System.ServiceModel.Channels.ServiceChannel.CallOnceManager.CallOnce(TimeSpan timeout, CallOnceManager cascade) at System.ServiceModel.Channels.ServiceChannel.EnsureOpened(TimeSpan timeout) at System.ServiceModel.Channels.ServiceChannel.Call(String action, Boolean oneway, ProxyOperationRuntime operation, Object[] ins, Object[] outs, TimeSpan timeout) at System.ServiceModel.Channels.ServiceChannelProxy.InvokeService(IMethodCallMessage methodCall, ProxyOperationRuntime operation) at System.ServiceModel.Channels.ServiceChannelProxy.Invoke(IMessage message)

Exception rethrown at [0]: at System.Runtime.Remoting.Proxies.RealProxy.HandleReturnMessage(IMessage reqMsg, IMessage retMsg) at System.Runtime.Remoting.Proxies.RealProxy.PrivateInvoke(MessageData& msgData, Int32 type) at Microsoft.DataTransfer.WorkerProcess.Common.IWorkerManagerService.Register(ResourceDescription resourceDesc, String token) at Microsoft.DataTransfer.WorkerProcess.Common.RemoteChannelTokenClient.ExecuteWithToken[T](Func`2 func) at Microsoft.DataTransfer.DataMovementGateway.WorkerProcess.WorkerManagerChannelClient.InitChannel() Event Xml: <Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event"> <System> <Provider Name="Integration Runtime (Self-hosted) Worker" /> <EventID Qualifiers="0">42012</EventID> <Level>2</Level> <Task>0</Task> <Keywords>0x80000000000000</Keywords> <TimeCreated SystemTime="2020-01-08T04:57:32.000000000Z" /> <EventRecordID>21080</EventRecordID> <Channel>Integration Runtime</Channel> <Computer>Self-Host2</Computer> <Security /> </System> <EventData> <Data>DEBUG: Can not connect to worker manager: net.tcp://self-host:8060/ExternalService.svc/ Could not connect to net.tcp://self-host:8060/ExternalService.svc/WorkerManager. The connection attempt lasted for a time span of 00:00:21.0303274. TCP error code 10060: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060. A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.0.0.4:8060

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Troubleshooting

a. Logon to the problematic node and launch command line: telnet 10.0.0.4 8060, it will give below error.

Collect the netmon trace, you will see below traffic.

You can see the traffic never reach to 10.0.0.4 self-host node. Why will it happen?

b. We can check the firewall and whether the self-host2 listen on 8060 port. Logon to the self-host node, you can see no any service listen on such port 8060.
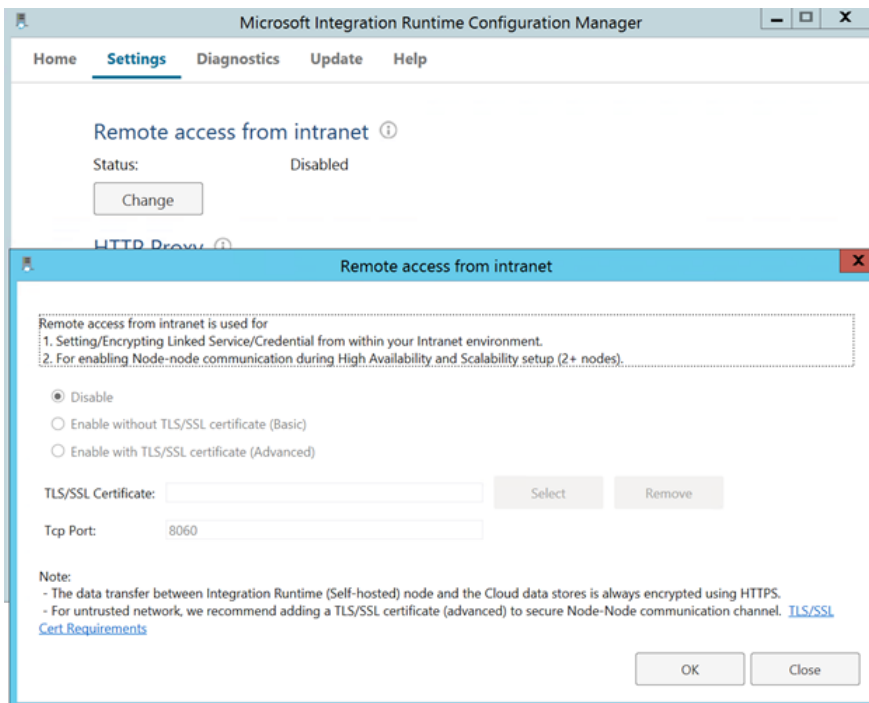

Note: If you see 8060 is there, we need to check any firewall setting between two nodes.

If you check further, you can see the System listen on 8050 port. Why no any service listen on 8060?
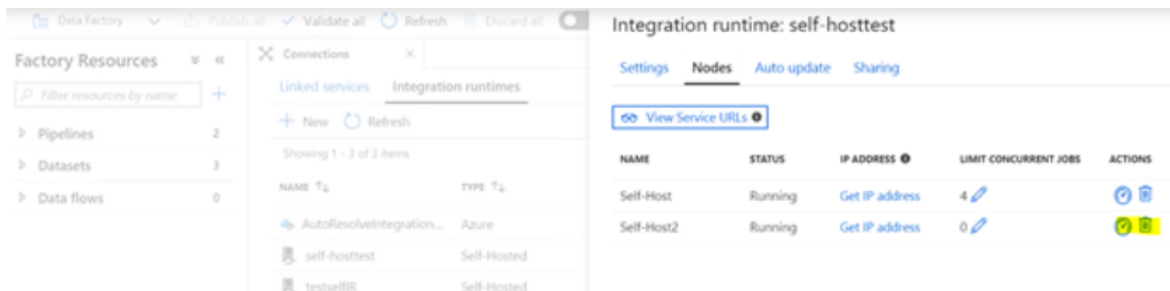

It can be the issue from the problematic node, then you can follow the steps below to see whether it is related or not. If not, maybe the service diahost.exe crash, you can restart the Integration Runtime Service to see the outcome.

c. Open the Integration Runtime Configuration Manager, go to Settings, Under Remote access from intranet, click Change, however, you could not change the port as showing grey.
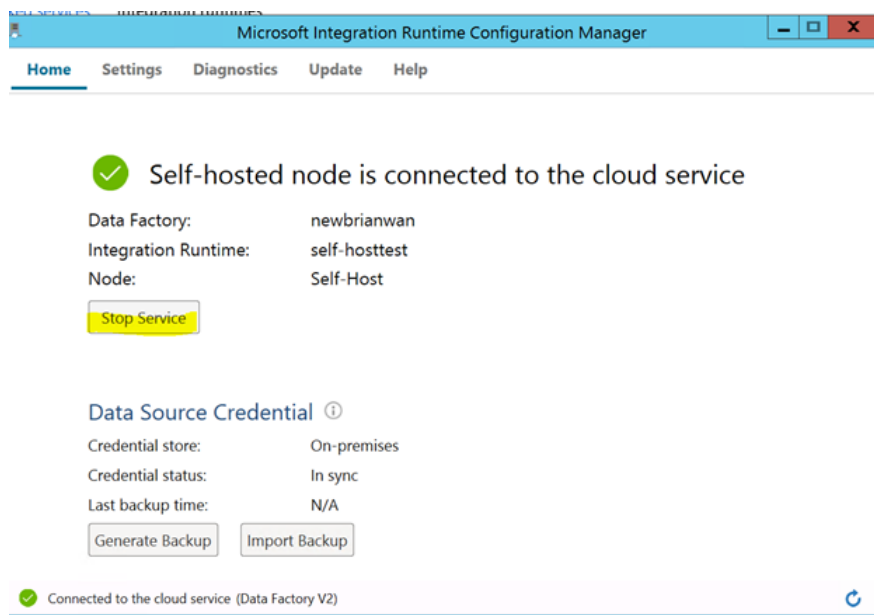
Based on above investigation, since you have disabled Remote access from intranet, it can explain why the worknode could not contact Dispatcher. How to enable Remote access from intranet?
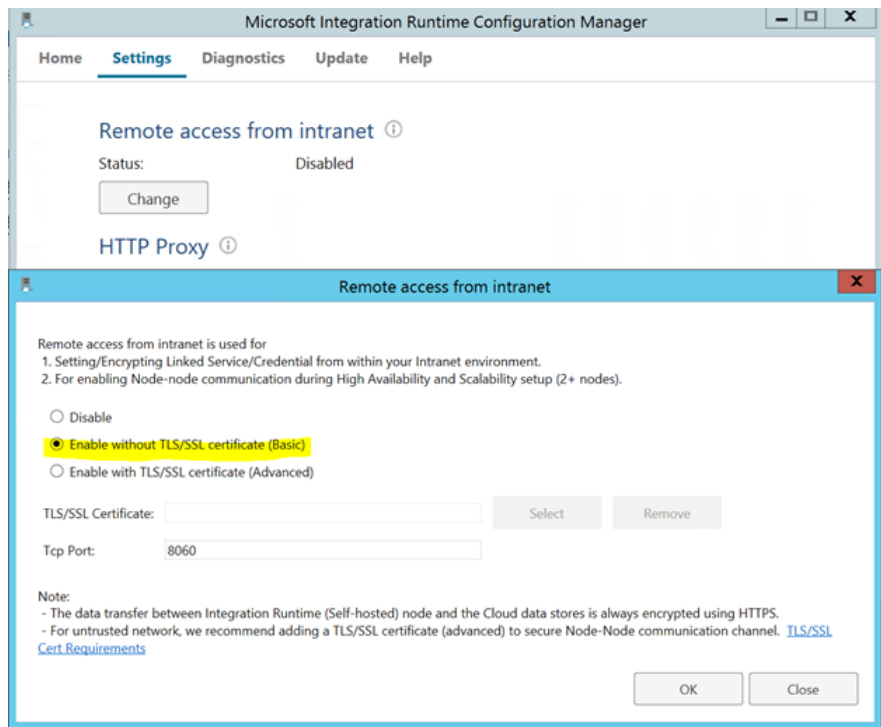
d. We can remove the problematic node from below UI and uninstall the Integration Runtime from the problematic node.

Restart the IR service by Stop Service and Start on primary node.

After that, you can enable Remote access from intranet.

e. Install Integration Runtime on another node as HA again, you will see two nodes as HA below.

The dispatch node will have 8060 port listen on diahost.exe process.

How good have you found this content?