

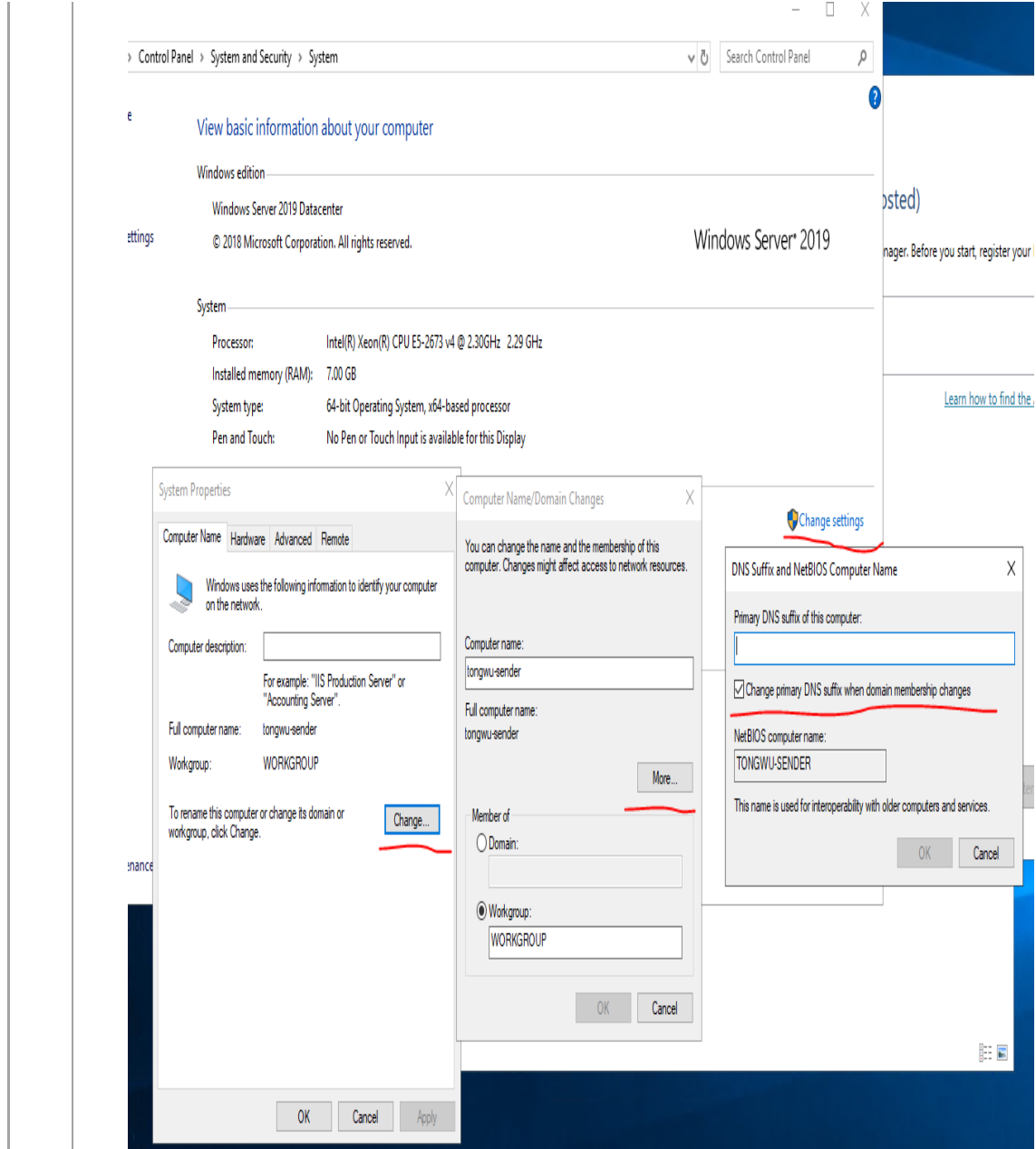
IR is in Inactive or Limit Status

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

200025- IR is in Inactive Status

Wednesday, July 10, 2019
8:18 PM

Symptom	<div>customer's IR is in Inactive Status</div> <div><div><div><div><div></div><div>Dashboards</div></div><div><div></div><div>Pipeline Runs</div></div><div><div></div><div>Trigger Runs</div></div><div><div></div><div>Integration Runtimes</div></div><div><div></div><div>Alerts & Metrics</div></div></div></div><div>Integration Runtimes / <div>azwppol02.bwld.com</div> / Resource Monitor (Details)</div><div><div><div></div><div>Refresh</div></div><div><div></div><div>Edit</div></div><div><div></div><div>Details</div></div><div><div></div><div>Activities</div></div></div><div><div><div><div>STATUS</div><div><div></div></div><div>Running (Limited)*</div></div><div><div>TYPE</div><div>Self-Hosted</div></div><div><div>VERSION</div><div>3.14.6980.2</div></div><div><div>RUNNING / REGISTERED NODE(S)</div><div>1 / 4</div></div></div><div><div>Node Details</div><table><tr><th>Name</th><th>Status</th><th>Version</th><th>Available Memory</th><th>CPU Utilization</th><th>Network (In/Out)</th></tr><tr><td>azwppol02.bwld.com</td><td><div></div> Inactive</td><td>3.14.6980.2</td><td>11968MB</td><td>9%</td><td>0.05KBps/0.00KBps</td></tr><tr><td>azwppol02.bwld.com</td><td><div></div> Inactive</td><td>3.14.6980.2</td><td>12075MB</td><td>2%</td><td>0.16KBps/0.14KBps</td></tr><tr><td>azwppol02.bwld.com</td><td><div></div> Running</td><td>3.14.6980.2</td><td>7703MB</td><td>2%</td><td>0.16KBps/0.14KBps</td></tr><tr><td>azwppol02.bwld.com</td><td><div></div> Inactive</td><td>3.14.6980.2</td><td>10386MB</td><td>0%</td><td>0.50KBps/1.28KBps</td></tr></table></div></div></div>	Name	Status	Version	Available Memory	CPU Utilization	Network (In/Out)	azwppol02.bwld.com	<div></div> Inactive	3.14.6980.2	11968MB	9%	0.05KBps/0.00KBps	azwppol02.bwld.com	<div></div> Inactive	3.14.6980.2	12075MB	2%	0.16KBps/0.14KBps	azwppol02.bwld.com	<div></div> Running	3.14.6980.2	7703MB	2%	0.16KBps/0.14KBps	azwppol02.bwld.com	<div></div> Inactive	3.14.6980.2	10386MB	0%	0.50KBps/1.28KBps	
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Error Message in Event Viewer	<div><div>1. System.ServiceModel.EndpointNotFoundException: Could not connect to net.tcp://xxxxxx.bwld.com:8060/ExternalService.svc/WorkerManager. The connection attempt lasted for a time span of 00:00:00.9940994. TCP error code 10061: No connection could be made because the target machine actively refused it 10.2.4.10:8060. ---> System.Net.Sockets.SocketException: No connection could be made because the target machine actively refused it 10.2.4.10:8060</div><div>at System.Net.Sockets.Socket.DoConnect(EndPoint endPointSnapshot, SocketAddress socketAddress)</div><div>at System.Net.Sockets.Socket.Connect(EndPoint remoteEP)</div><div>at System.ServiceModel.Channels.SocketConnectionInitiator.Connect(Uri uri, TimeSpan timeout)</div><div>--- End of inner exception stack trace ---</div><div>2. Can not connect to worker manager: net.tcp://xxxxxx:8060/ExternalService.svc/</div><div>And if traceverbose log is enabled, below detail will be shown in the log, if there is no such log, ask customer to enable traceverbose and upload log again.</div><div>For version newer than 4.2, traceverbose log is enabled by default.</div><div>No DNS entries exist for host azranlci01r1. No such host is known Exception detail: System.ServiceModel.EndpointNotFoundException: No DNS entries exist for host azranlci01r1. ---> System.Net.Sockets.SocketException: No such host is known at System.Net.Dns.GetAddrInfo(String name) at System.Net.Dns.InternalGetHostByName(String hostName, Boolean includeIPv6) at System.Net.Dns.GetHostEntry(String hostNameOrAddress) at System.ServiceModel.Channels.DnsCache.Resolve(Uri uri) --- End of inner exception stack trace --- Server stack trace: at System.ServiceModel.Channels.DnsCache.Resolve(Uri uri) at Sytem.ServiceModel.Channels.SocketConnectionInitiator.GetIPAddresses(Uri uri)</div><div>3. Failed to pull shared states from primary node net.tcp://ir0:8060/ExternalService.svc/</div></div>																															
How to fix	<div><div>1. For symptom 1</div><div>Launch command line: telnet azwppol02.bwld.com 8060, it will give below error:</div><div><div>Administrator: C:\Windows\system32\cmd.exe</div><div>Microsoft Windows [Version 6.1.7601] Copyright (c) 2009 Microsoft Corporation. All rights reserved.</div><div>C:\Users\>telnet 8060</div><div>Connecting To 8060...Could not open connection to the host, on port 8060: Connect failed</div><div>C:\Users\>ping 10.2.4.10</div><div>Pinging 10.2.4.10 with 32 bytes of data:</div><div>Reply from 10.2.4.10: bytes=32 time=25ms TTL=125</div><div>Reply from 10.2.4.10: bytes=32 time=25ms TTL=125</div><div>Reply from 10.2.4.10: bytes=32 time=25ms TTL=125</div><div>Reply from 10.2.4.10: bytes=32 time=25ms TTL=125</div><div>Ping statistics for 10.2.4.10:</div><div>Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),</div><div>Approximate round trip times in milli-seconds:</div><div>Minimum = 25ms, Maximum = 25ms, Average = 25ms</div><div>C:\Users\></div></div></div> <div><div>Customer need to contact their IT guys to fix the issue</div><div>2. For symptom 2, there are 2 ways of solving this issue:</div><div>a. Put the dispatcher node and worker node in the same domain</div></div>																															



b. Adding IP to hosts mapping in both of the dispatcher and worker node in the hosts file

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