



# CLOUDFLARE™

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## Training for CloudFlare's Certified Hosting Providers

### Part IV: Technical Troubleshooting

*Learn how to resolve common troubleshooting questions*

# Troubleshooting Guide

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- I. How do I tell if CloudFlare is enabled?
- II. CloudFlare activated but not working or no statistics
- III. Customer cannot access their website

# Once CloudFlare Is Enabled

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What stays the same	What changes
Hosting Provider	CNAME
Registrar	IP is modified
Authoritative DNS	

- Enabling CloudFlare means an edit to the CNAME
- The name servers do not change (different that if a website signs up directly through CloudFlare)
- CloudFlare ***only works*** on CNAMEs

# How do I Tell If CloudFlare Is Enabled?

Perform a 'nslookup' in Windows Command prompt

```
C:\Windows\system32\cmd.exe
```

```
Microsoft Windows [Version 6.1.7601]  
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
```

```
C:\Users\jeromechen>nslookup leftleftleft.in  
Server: google-public-dns-a.google.com  
Address: 8.8.8.8
```

```
Non-authoritative answer:  
Name: leftleftleft.in  
Address: 50.116.80.208
```

```
C:\Users\jeromechen>
```

# Nslookup Shows If CloudFlare Is On

```
C:\Windows\system32\cmd.exe

Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\jeromechen>nslookup www.leftleftleft.in
Server: google-public-dns-a.google.com
Address: 8.8.8.8

Non-authoritative answer:
Name: cf-protected-www.leftleftleft.in.cdn.cloudflare.net
Addresses: 173.245.60.153
           173.245.60.60
Aliases: www.leftleftleft.in
          www.leftleftleft.in.cdn.cloudflare.net

C:\Users\jeromechen>
```

An output with **cdn.cloudflare.net** indicates that traffic is passing through CloudFlare's network.

# Is a Customer Using CloudFlare?

C:\Windows\system32\cmd.exe

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
```

```
C:\Users\jeromechen>nslookup leftleftleft.in
Server: google-public-dns-a.google.com
Address: 8.8.8.8
```

```
Non-authoritative answer:
Name: leftleftleft.in
Address: 50.116.80.208
```

Site without  
CloudFlare

C:\Windows\system32\cmd.exe

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
```

```
C:\Users\jeromechen>nslookup www.leftleftleft.in
Server: google-public-dns-a.google.com
Address: 8.8.8.8
```

```
Non-authoritative answer:
Name: cf-protected-www.leftleftleft.in.cdn.cloudflare.net
Addresses: 173.245.60.153
           173.245.60.60
Aliases:  www.leftleftleft.in
          www.leftleftleft.in.cdn.cloudflare.net
```

Site with  
CloudFlare

# Troubleshooting Techniques

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- I. How do I tell if CloudFlare is enabled?
- II. CloudFlare is activated, but it's not working or there are no statistics
- III. Customer cannot access their website

# No Traffic To Subdomain

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## **What happened:**

- Traffic may be routing to a root domain or other A record

## **What can you do:**

- CloudFlare works via CNAME
- For root domains add a redirect to www
- For all other A records – change to a CNAME



# Changing an A Record to CNAME



CPanel 11

## CloudFlare Account

Now that CloudFlare is activated, you can see quick statistics for your website and manage the basic CloudFlare settings right here from your control panel. Statistics take 24 hours to first appear and subsequently update once per day.

To access all of your reports and CloudFlare settings, log in to your [CloudFlare.com](#) account. Hint: The first time you go to your CloudFlare.com account, use the 'I forgot my password' feature to set a password.

Remember: You can activate and deactivate CloudFlare for each website by toggling between the orange and grey cloud.

Site	Status	CloudFlare Status
[Edit] gator-cloudflare.com	Powered by CloudFlare	Statistics and Settings 

TYPE	NAME	RECORD	CLOUDFLARE STATUS
CNAME	www.gator-cloudflare.com	points to www.gator-cloudflare.com.cdn.cloudflare.net	
CNAME	test.gator-cloudflare.com	points to gator-cloudflare.com	
A	whm.gator-cloudflare.com	50.116.80.208	Want to run on CloudFlare?
A	webdisk.gator-cloudflare.com	50.116.80.208	Want to run on CloudFlare?

Change here

# CloudFlare Not Turned On For Subdomain

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## What happened:

- Customer has not turned CloudFlare on for the subdomain

## What can you do:

- Make sure the cloud is toggled to orange (not grey)
- Test the subdomain by running a 'nslookup' in Windows Command prompt
  - **nslookup subdomain.example.com**
  - an output with **cdn.cloudflare.net** indicates that traffic is passing through CloudFlare's network.

# DNS Has Not Propagated Yet

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Follow the steps below to diagnose (“www” is assumed to be a CNAME)

**Step 1:** On the cPanel server, do the following dig:

- **dig www.mydomain.com @127.0.0.1**

**Step 2:** On the cPanel server, do the following dig:

- **dig www.mydomain.com**

**Step 3:** On the Desktop, customers should do the following dig:

- **dig www.mydomain.com**
- If you do not get the **".cdn.cloudflare.net"** output in one or more of the steps above, that is where DNS is not propagating properly
- Escalate the issue to your Tier 2 support and copy [partners@cloudflare.com](mailto:partners@cloudflare.com)

# Troubleshooting Techniques

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- I. How do I tell if CloudFlare is enabled?
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# 502 Bad Gateway Error Page & Resolution

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## 502 Bad Gateway

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cloudflare-nginx

### What happened:

- CloudFlare's network is having an issue
- Usually limited to one server in one data center
- Affects only a portion of the site's visitors
- CloudFlare Technical Operations team deals with these quickly (<10 minutes)

### What can you do:

- Check @CloudFlareSys on Twitter for latest status
- Ask customer to email [help@cloudflare.com](mailto:help@cloudflare.com) with:
  - geographic location of error page and
  - an output of a traceroute search
- Temporarily toggle CloudFlare to off (gray cloud)

# Website Offline, No Cached Version Available



## This website is offline

No cached version is available

### What's wrong?

#### The most likely causes:

- The server is down for maintenance
- There may be a network problem
- The site may be experiencing excessive load

[Retry for a live version of the site](#)

### What's CloudFlare?

This website uses CloudFlare in order to help keep it online when the server is down by serving cached copies of pages when they are unavailable. Unfortunately, a cached copy of the page you requested is not available, but you may be able to reach other cached pages on the site.



# Resolve: Website Offline, No Cached Version

## What happened:

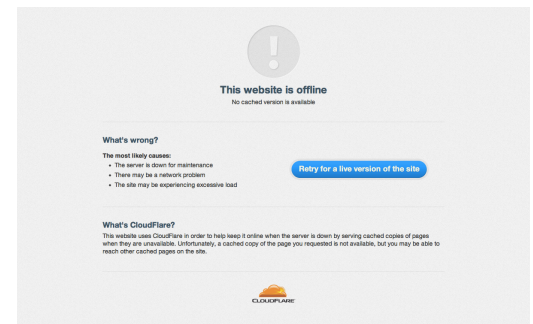
CloudFlare cannot connect to the origin server:

- The server is online, but it is blocking CloudFlare's requests
- The origin server is offline and CloudFlare doesn't have a cached copy of the website

## What can you do:

Ask your customer to:

- Check firewall settings
- Verify that CloudFlare's IP addresses are whitelisted
- Access updated list at [www.cloudflare.com/ips](https://www.cloudflare.com/ips)
- Work with your customer to determine why their server is offline



# Server Offline vs. Blocked CloudFlare IP

- Perform a 'CURL' in Command Prompt

```
root@li375-37:~# curl -v -H "host: www.leftleftleft.com" leftleftleft.com
* About to connect() to leftleftleft.com port 80 (#0)
*   Trying 96.126.126.37... Connection refused
* couldn't connect to host
* Closing connection #0
curl: (7) couldn't connect to host
```

'Couldn't connect to host'  
indicates server is offline

You can download CURL for windows here: <http://curl.haxx.se/download.html>



# Server Offline vs. Blocked CloudFlare IP

- Perform a 'CURL' in Command Prompt

```
wedge:~ jeromechen$ curl -v -H "host: www.leftleftleft.in" leftleftleft.in > /dev/null
* About to connect() to leftleftleft.in port 80 (#0)
*   Trying 50.116.80.208...    % Total    % Received % Xferd  Average Speed   Time    Time       Time     Current
                             Dload  Upload  Total  Spent    Left  Speed
   0    0    0    0    0    0    0    0  --:--:-- --:--:-- --:--:--    0connected
* Connected to leftleftleft.in (50.116.80.208) port 80 (#0)
> GET / HTTP/1.1
> User-Agent: curl/7.21.4 (universal-apple-darwin11.0) libcurl/7.21.4 OpenSSL/0.9.8r zlib/1.2.5
> Accept: */*
> host: www.leftleftleft.in
>
< HTTP/1.1 200 OK
< Date: Tue, 10 Apr 2012 14:00:57 GMT
< Server: Apache/2.2.22 (Unix) mod_ssl/2.2.22 OpenSSL/0.9.8e-fips-rhel5 DAV/2 mod_auth_passthrough/2.1 mod_bwlimited/1.4 FrontPage/5.0.2.2635 mod_qos/9.74
< Content-Length: 405
< Content-Type: text/html; charset=ISO-8859-1
<
{ [data not shown]
100  405 100  405    0    0 3483    0 --:--:-- --:--:-- --:--:-- 6750* Connection #0 to host leftleftleft.in
left intact

* Closing connection #0
```

HTML output indicates  
CloudFlare's IPs are being blocked

# Host Not Configured to Serve Web Traffic



## Host Not Configured to Serve Web Traffic

You've requested a page on a website ([www.leftleftleft.in](http://www.leftleftleft.in)) that is on the [CloudFlare](#) network. Unfortunately, the host web server does not appear to be configured to accept web traffic or serve web traffic. If you are the owner of this website, you should [login to CloudFlare](#) and change the DNS records for to resolve to a server configured to serve web traffic.

If you continue to experience this error, you may [contact support](#). Please reference the following information in your message:

- Timestamp: Fri, 06 Apr 2012 10:24:10 -0700
- Your IP address: 173.245.57.22
- Requested URL: [www.leftleftleft.in/](http://www.leftleftleft.in/)
- Error reference number: 1004
- Server ID: FL\_4F1
- Process ID: PID\_1333733050.224-1-2241265861
- User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_7\_3) AppleWebKit/535.19 (KHTML, like Gecko) Chrome/18.0.1025.151 Safari/535.19



Your IP: 173.245.57.22    © 2011 CloudFlare, Inc.

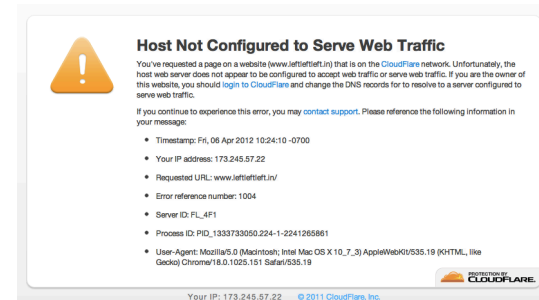
# Resolve: Host Not Configured to Serve Web Traffic

## What happened:

- Customer visited their website immediately after activation
- DNS hasn't propagated properly

## What can you do:

- Error will resolve itself within 5-10 minutes
- If it doesn't:
  - check if **cloudflare.mydomain.com** is resolving and if not
  - escalate the issue to your Tier 2 support and copy [partners@cloudflare.com](mailto:partners@cloudflare.com)



# Problem/Question Unresolved



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- First, deactivate CloudFlare
- Contact CloudFlare's support at [partners@cloudflare.com](mailto:partners@cloudflare.com)
- **In the Support Ticket to CloudFlare, include:**
  - The domain
  - Details about the issue
  - Error page description (better yet, a screenshot)

# Still Have Questions

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## Additional Resources

FAQ	<a href="http://www.cloudflare.com/wiki/Hosting_Partners:_Frequently_Asked_Questions">www.cloudflare.com/wiki/Hosting_Partners:_Frequently_Asked_Questions</a>
Troubleshooting	<a href="http://www.cloudflare.com/wiki/Hosting_Partners:_Troubleshooting_Help">www.cloudflare.com/wiki/Hosting_Partners:_Troubleshooting_Help</a>
Technical Support	<a href="http://support.cloudflare.com/cgi/discussion/new">http://support.cloudflare.com/cgi/discussion/new</a> (select the Hosting Partner Support category)
General questions	<a href="mailto:partners@cloudflare.com">partners@cloudflare.com</a>
System Status 	<a href="https://twitter.com/cloudflaresys">@cloudflaresys</a>
Follow us 	<a href="https://twitter.com/cloudflare">@cloudflare</a>

# Three Takeaways to Keep in Mind

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1. CloudFlare makes websites:

Faster

Safer

Smarter

2. Any customer can use CloudFlare

3. Issues or questions? Email [partners@cloudflare.com](mailto:partners@cloudflare.com)