



This document is a resource to help the Certified Partner's support team troubleshoot problems that may be incurred by your customers.

Overview of questions:

1. CloudFlare is activated but not working or not showing customer's statistics
 - a. No traffic to subdomain
 - b. CloudFlare not turned on for subdomain
 - c. DNS not propagating
2. Customer cannot access their website:
 - a. 502 Bad gateway CloudFlare-NGINX error page
 - b. Website Offline, no cached version available
 - c. 1001/1004 errors
3. Problem still unresolved

1. I activated CloudFlare, but it's not working/I don't see any statistics.

a) No traffic to subdomain

- CloudFlare is enabled for a subdomain that does not get traffic. When enabled through a Hosting Partner, CloudFlare can only protect traffic going to certain subdomains, specifically CNAMEs. If traffic goes to an A record like the root domain, mydomain.com, rather than www.mydomain.com (or any other CNAME subdomain), then even if CloudFlare is enabled, the traffic is not passing through our network.
- To resolve, setup a redirect in the .htaccess file from the root domain to the 'www' subdomain. Make sure the cloud is orange for the 'www' subdomain. For all other A records, the customer can change it to a CNAME.

b) CloudFlare not turned on for subdomain

- Customer has not turned CloudFlare on for the subdomain. CloudFlare 'on' is indicated by an orange cloud, rather than gray cloud. They need to toggle the cloud to orange in the control panel next to the subdomain.
- Test the subdomain by running a dig command in a *nix terminal or a nslookup in Windows:
dig subdomain.example.com or nslookup subdomain.example.com
an output with **cdn.cloudflare.net** indicates that traffic is passing through CloudFlare's network.

c) DNS has not propagated yet

To identify the issue, follow the steps below. In this example, the "www" is assumed to be a CNAME. These steps will apply to any subdomain that is a CNAME.

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

- **dig www.mydomain.com @127.0.0.1**
- Do you get a response that says **www.mydomain.com.cdn.cloudflare.net**? If yes, go to Step 2

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

- **dig www.mydomain.com**
- Do you get a response that says **www.mydomain.cdn.cloudflare.net**? If yes, go to Step 3

Step 3: On your Desktop, do the following dig:

- **dig www.mydomain.com**
- Do you get a response that says: **www.mydomain.com.cdn.cloudflare.net**?

If you do not get the **".cdn.cloudflare.net"** output, this is the step where the DNS is not propagating properly. In this case, please escalate the issue to your Tier 2 support and copy partners@cloudflare.com.

2. Customer cannot access their website. They are seeing a:

a) 502 Bad gateway CloudFlare-NGINX error page

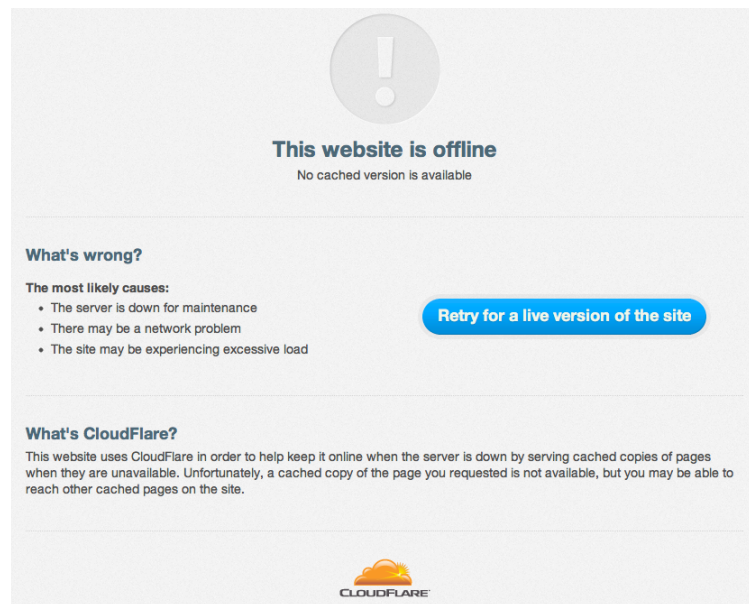
- CloudFlare's network is having an issue. We monitor for errors like these very closely. Our most up to date network system status is on Twitter @CloudFlareSys
- CloudFlare has 14 points of presence around the world and issues are usually limited to one server in one data center, so they will affect only some of the site's visitors. Our Technical Operations team resolves these types of issues very quickly by rerouting traffic. If one of your users is seeing this type of error page, they can:
- File a report to help@cloudflare.com including the geographic location where the error page was seen and (recommended) an output of a traceroute search.
- Temporarily toggle CloudFlare to off (gray cloud)

502 Bad Gateway

cloudflare-nginx

b) Website Offline, No Cached Version Available

- This error page appears when CloudFlare cannot connect to the origin server and CloudFlare does not have a copy of the website in its cache.
- CloudFlare cannot connect to the origin server in two situations:
 - The server is online, but it is blocking CloudFlare's requests.**
If the origin server is online, but this error page is displaying, something is blocking CloudFlare's requests. The most common cause is a firewall. The website owner should make sure all of CloudFlare's IP addresses are whitelisted. The list of CloudFlare's IPs can be found at www.cloudflare.com/ips.
 - The origin server is offline.**
When the origin server goes offline, CloudFlare tries to serve a copy of the webpage from its cache. If CloudFlare doesn't have a copy, then this standard error page appears. The website owner should work with you to determine why their server is offline.



c) 1001/1004 errors -- (DNS Resolution Error / Host Not Configured to Serve Web Traffic)

- If a customer activates CloudFlare through the control panel and immediately visits their website, they may see a "DNS is propagating" error page. This will not happen frequently. The issue should resolve itself within 5 to 10 minutes.
- If you are using the CloudFlare cPanel plugin, it should make all the necessary provisions for CloudFlare to work correctly. If it does not resolve itself within 5 to 10 minutes, you should check if cloudflare.mydomain.com is resolving. If it's not, please escalate the issue to your Tier 2 support and copy partners@cloudflare.com.



Host Not Configured to Serve Web Traffic

You've requested a page on a website (www.1eft1eft1eft.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.1eft1eft1eft.in/
- Error reference number: 1004
- Server ID: FL_4F1
- Process ID: PID_133733050.224-1-2241265861
- 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.



3. I still couldn't resolve my problem, what should I do?

Don't panic. First, deactivate CloudFlare. Then contact CloudFlare's support at support@cloudflare.com

In the Support Ticket to CloudFlare, include:

- You Company's name
- The domain
- Details about the issue
- Error page description and screenshots