QBR *Knowledge base*

QBR DEVICES FAILING TO CHECK IN WITH MONITORING SERVERS

SCOPE:

This article discusses steps to perform when a QBR appliance hasn't checked in with QBR's monitoring servers. Devices typically check in every 10 minutes.

You will know the device is not checking in if it appears with a yellow circle icon in the partner portal as such:

This icon means that the appliance has missed at least 2 scheduled checkin cycles (20 Minutes or longer)

WHAT TO CHECK:

1. Can you ping the local IP of the device?

Yes: VNC to the QBR, using its VNC password. No username will be required.

The following default VNC passwords will work unless the VNC password was changed from the device's web console

- Viridian 1.0: QBRvnc
- All other devices: Northern

If VNC is not installed on this machine please use this link for web based VNC for Internet Explorer and ActiveX: http://www.s-code.com/products/viewerx/webvnc.aspx

No: If you have local access or a KVM installed and hooked up to the QBR device, determine its status from that console. If the device does not appear to be responding, power cycle the device.

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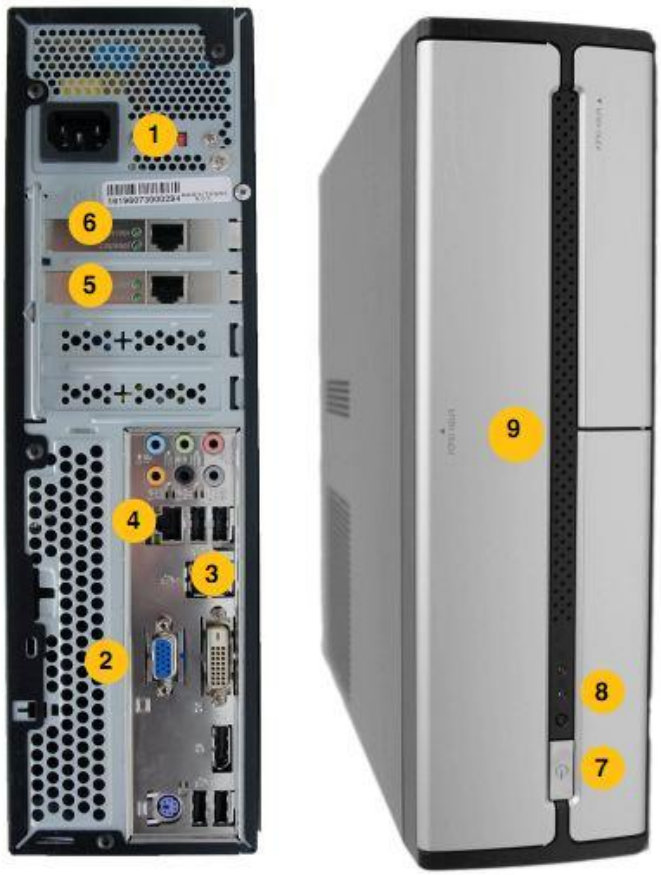
1. AC Power Connection 110/220V
2. Video Out (VGA/DVI)
3. USB 2.0
4. Ethernet 1: Internet (Required)*
5. Ethernet 2: Local / VM (Optional)
6. Ethernet 3: Local / VM (Optional)
7. Power Button
8. Power / Activity LED's
9. Drive Bay Door



Example: QBR device using the Tower Form Factor

CONTINUED TROUBLESHOOTING STEPS TO FORCE THE DEVICE TO CHECK IN:

1. Click the Terminal Icon on the Desktop of the QBR device.

2. Type: *su backup-admin <enter>*

3. Type the password for the device that is available on the Partner Portal.

4. Type the following to run commands as root: *sudo su <enter>*

5. Type the following into your terminal window to force dhcp on the primary NIC of the QBR: *dhclient eth0 <enter>*

Note: For information on how to login to a terminal from the Ubuntu Desktop click here

6. Then type checkin <enter>

If that does not work:

7. Try to change the default DNS server that the QBR device uses with the following commands:

nano /etc/resolv.conf

Check the nameservers to determine if they are in fact the correct nameservers to use.

You can also add other public DNS servers (ie, Google's 8.8.8.8 and secondary 8.8.4.4)

7. Determine if any recent network changes may have changed rules in firewalls, routing rules, or outbound network connections. Remember that ports 22, 80 and 443 need to be opened for QBR IP addresses.

8. Ping the gateway of the network and then try to ping outbound by IP and hostname. Determine if pings are being interrupted.

9. Run a traceroute to a known good WAN website and determine if the hops are transmitting correctly:

traceroute QBRbackup.com

10. If network settings did in fact need to be changed and the device still fails to check in, a reboot of the QBR device may be necessary.