

FreeNAS - Bug #24736

ioage Crashplan plugin broken

06/20/2017 02:08 AM - Andrew Evans

Status:	Closed: Not To Be Fixed		
Priority:	No priority		
Assignee:	Brandon Schneider		
Category:	Middleware		
Target version:	N/A		
Seen in:	11.0	Needs Merging:	Yes
Severity:	New	Needs Automation:	No
Reason for Closing:		Support Suite Ticket:	n/a
Reason for Blocked:		Hardware Configuration:	
Needs QA:	Yes	ChangeLog Required:	No
Needs Doc:	Yes		

Description

I have just done a fresh install of 11.0 release. Used ioage cli to install the Crashplan plugin which seemed go successfully.

Crashplan didn't seem to be running so I logged into the jail and checked the logs:

```
root@27a71f18-5465-47a9-902b-a1644fe8619e:/var/log/crashplan # less engine_error.log
Java HotSpot(TM) Client VM warning: Can't detect initial thread stack location - find_vma failed
```

```
root@27a71f18-5465-47a9-902b-a1644fe8619e:/var/log/crashplan # less engine_output.log
2017-06-20 07:09:52,416 ERROR Could not determine local host name java.net.UnknownHostException:
27a71f18-5465-47a9-902b-a1644fe8619e: 27a71f18-5465-47a9-902b-a1644fe8619e: Name or service not known
at java.net.InetAddress.getLocalHost(InetAddress.java:1505)
at org.apache.logging.log4j.core.util.NetUtils.getLocalHostname(NetUtils.java:47)
at org.apache.logging.log4j.core.LoggerContext.setConfiguration(LoggerContext.java:353)
at org.apache.logging.log4j.core.LoggerContext.reconfigure(LoggerContext.java:420)
at org.apache.logging.log4j.core.LoggerContext.start(LoggerContext.java:138)
at org.apache.logging.log4j.core.impl.Log4jContextFactory.getContext(Log4jContextFactory.java:207)
at org.apache.logging.log4j.core.impl.Log4jContextFactory.getContext(Log4jContextFactory.java:41)
at org.apache.logging.log4j.LogManager.getContext(LogManager.java:160)
at com.code42.logging.C42LoggerConfig.reconfigure(C42LoggerConfig.java:279)
at com.code42.logging.C42LoggerConfig.bootstrap(C42LoggerConfig.java:70)
at com.code42.logging.C42LoggerConfig.<clinit>(C42LoggerConfig.java:38)
at com.code42.logging.LoggerFactory.<clinit>(LoggerFactory.java:12)
at com.backup42.service.CPService.<clinit>(CPService.java:278)
Caused by: java.net.UnknownHostException: 27a71f18-5465-47a9-902b-a1644fe8619e: Name or service not known
at java.net.Inet4AddressImpl.lookupAllHostAddr(Native Method)
at java.net.InetAddress$2.lookupAllHostAddr(InetAddress.java:928)
at java.net.InetAddress.getAddressesFromNameService(InetAddress.java:1323)
at java.net.InetAddress.getLocalHost(InetAddress.java:1500)
... 12 more
```

I tried the following to try and isolate and troubleshoot the issue:

- Adding the hostname into /etc/hosts inside jail - no change
- Installing Crashplan from ports on a fresh **ioage** jail added through cli - same issue
- Installing Crashplan from ports on a fresh **warden** jail added through gui - works fine

So the issue seems to be something that ioage is doing.

History

#1 - 06/28/2017 09:09 PM - Brandon Schneider

- Status changed from *Unscreened* to *Screened*

#2 - 10/17/2017 09:04 AM - William Grzybowski

- Target version set to *11.2-BETA1*

#3 - 12/21/2017 06:08 AM - Kris Moore

- Status changed from *Screened* to *Closed: Not To Be Fixed*

- Target version changed from *11.2-BETA1* to *N/A*

We are deprecating support for crashplan since they will no longer be servicing home-users.