

FreeNAS - Bug #60135

Fix AWS S3 Cloud Sync hostname resolving to s3.None.amazonaws.com

11/27/2018 10:32 AM - Nick Bowman

Status: Done	
Priority: No priority	
Assignee: Vladimir Vinogradenko	
Category: Middleware	
Target version: Master - FreeNAS Nightlies	
Seen in: 11.2-RC2	Needs Merging: No
Severity: New	Needs Automation: No
Reason for Closing:	Support Suite Ticket: n/a
Reason for Blocked:	Hardware Configuration:
Needs QA: No	ChangeLog Required: No
Needs Doc: No	

Description

Recently updated to Freenas 11.2

```
FreeBSD freenas.localdomain 11.2-STABLE FreeBSD 11.2-STABLE #0 r325575+3a9793238ff(freenas/11.2-stable): Thu Nov 15 13:51:02 EST 2018 root@nemesis.tn.ixsystems.com
:/freenas-11.2-releng/freenas/_BE/objs/freenas-11.2-releng/freenas/_BE/os/sys/FreeNAS.amd64 amd64
```

I just noticed that my cloud sync task is now failing, which was previously working, prior to update. From the available log file I found:

```
2018/11/27 10:44:42 ERROR : : error reading destination directory: RequestError: send request failed
caused by: Get https://s3.None.amazonaws.com/xxxxxxx?delimiter=%2F&max-keys=1000&prefix=xxxxxxx%2F: dial tcp:
lookup s3.None.amazonaws.com on 8.8.8.8:53: no such host
2018/11/27 10:44:42 INFO : S3 bucket xxxxxxxx path xxxxxxxx/: Waiting for checks to finish
2018/11/27 10:44:42 INFO : S3 bucket xxxxxxxx path xxxxxxxx/: Waiting for transfers to finish
2018/11/27 10:44:42 ERROR : S3 bucket xxxxxxxx path xxxxxxxx/: not deleting files as there were IO errors
2018/11/27 10:44:42 ERROR : S3 bucket xxxxxxxx path xxxxxxxx/: not deleting directories as there were IO errors
2018/11/27 10:44:42 ERROR : Attempt 1/3 failed with 1 errors and: not deleting files as there were IO errors
```

I believe this has something to do with the hostname DNS is trying to resolve (s3.None.amazonaws.com). I've tried to workaround this by specifying valid Endpoint URLs (s3.amazonaws.com) and here are the results:

```
2018/11/27 11:00:52 ERROR : : error reading destination directory: AuthorizationHeaderMalformed: The authorization header is
malformed; the region 'None' is wrong; expecting 'us-east-1'
```

Related issues:

Copied to FreeNAS - Bug #63468: Fix AWS S3 Cloud Sync hostname resolving to s...

Done

History

#1 - 11/27/2018 12:27 PM - Dru Lavigne

- Private changed from No to Yes

- Reason for Blocked set to Need additional information from Author

Nick: please attach a debug (System -> Advanced -> Save debug) to this ticket.

#2 - 11/27/2018 12:32 PM - Nick Bowman

- File *debug-freenas-20181127153005.tgz* added

Dru Lavigne wrote:

Nick: please attach a debug (System -> Advanced -> Save debug) to this ticket.

Debug attached. Thanks for your help!

#3 - 11/27/2018 12:36 PM - Dru Lavigne

- Category changed from *Services* to *Middleware*
- Assignee changed from *Release Council* to *William Grzybowski*
- Seen in changed from *11.2-RELEASE* to *11.2-RC2*
- Reason for Blocked deleted (*Need additional information from Author*)

#5 - 11/27/2018 12:45 PM - William Grzybowski

- Assignee changed from *William Grzybowski* to *Vladimir Vinogradenko*
- Target version changed from *Backlog* to *11.2-U2*

#6 - 12/10/2018 11:03 AM - Vladimir Vinogradenko

- Status changed from *Unscreened* to *Blocked*
- Reason for Blocked set to *Waiting for feedback*

Nick, please just re-save your cloud sync task (not cloud credential), problem should go away. You can also clear Endpoint URL, it does not matter here.

#7 - 12/11/2018 08:53 AM - Nick Bowman

Vladimir Vinogradenko wrote:

Nick, please just re-save your cloud sync task (not cloud credential), problem should go away. You can also clear Endpoint URL, it does not matter here.

This fixed it. Thank you.

#8 - 12/11/2018 10:48 AM - Bug Clerk

- Status changed from *Blocked* to *In Progress*

#9 - 12/11/2018 11:15 AM - Bug Clerk

- Status changed from *In Progress* to *Ready for Testing*

11.3 PR: <https://github.com/freenas/freenas/pull/2238>

#10 - 12/11/2018 11:15 AM - Bug Clerk

- Target version changed from *11.2-U2* to *11.3*

#11 - 12/11/2018 11:15 AM - Bug Clerk

- Copied to Bug #63468: *Fix AWS S3 Cloud Sync hostname resolving to s3.None.amazonaws.com added*

#12 - 12/11/2018 01:02 PM - Dru Lavigne

- File deleted (*debug-freenas-20181127153005.tgz*)

#13 - 12/11/2018 01:03 PM - Dru Lavigne

- Subject changed from *AWS S3 Cloud Sync hostname resolving to s3.None.amazonaws.com* to *Fix AWS S3 Cloud Sync hostname resolving to s3.None.amazonaws.com*

- Status changed from *Ready for Testing* to *Done*

- Target version changed from *11.3* to *Master - FreeNAS Nightlies*

- Private changed from *Yes* to *No*

- Reason for Blocked deleted (*Waiting for feedback*)

- Needs QA changed from *Yes* to *No*

- Needs Doc changed from *Yes* to *No*

- Needs Merging changed from *Yes* to *No*