FreeNAS - Bug #67854

Listen queue overflow errors

01/05/2019 10:53 AM - Mike P

Status:	Closed			
Priority:	No priority			
Assignee:	Sean Fagan			
Category:	OS			
Target version:	N/A			
Seen in:	11.2-RELEASE-U1	**Needs Merging:**	Yes	
Severity:	New	**Needs Automation:**	No	
Reason for Closing:	Cannot Reproduce	**Support Suite Ticket:**	n/a	
Reason for Blocked:		**Hardware Configuration:**		
Needs QA:	Yes	**ChangeLog Required:**	No	
Needs Doc:	Yes			

Description

Hi I just recently upgraded to the most recent version of FreeNAS 11.2 and have started to see alerts regarding Listen queue overflow. Being a Windows guy I have very limited knowledge of BSD but I have had a stable system for over 2 years - now I see this error so I'm a bit concerned. I would appreciate some guidance on how to start diagnosing the issue - and please treat me a like a 3yr old as I barely know how to fire up the shell ! :) Thanks.

ER-NAS.eyvo.com kernel log messages:

    sonewconn: pcb 0xfffff8009c768910: Listen queue overflow: 151 already
    in queue awaiting acceptance (1 occurrences)
    sonewconn: pcb 0xfffff8009c768910: Listen queue overflow: 151 already
    in queue awaiting acceptance (1 occurrences)

Related issues:

Has duplicate FreeNAS - Bug #67861: Listen queue overflow errors - ** sorry n...	**Closed**

History

#1 - 01/05/2019 10:54 AM - Mike P

- File debug-ER-NAS-20190105185418.txz added

- Private changed from No to Yes

#2 - 01/05/2019 10:58 AM - Mike P

- Subject changed from Listen queue overflow eerors to Listen queue overflow errors

#3 - 01/06/2019 06:35 AM - Dru Lavigne

*- Has duplicate Bug #67861: Listen queue overflow errors - ** sorry not sure why this incident was posted twice. added*

#4 - 01/06/2019 06:36 AM - Dru Lavigne

- Assignee changed from Release Council to Alexander Motin

#5 - 01/09/2019 10:19 AM - Alexander Motin

- Assignee changed from Alexander Motin to Sean Fagan

#6 - 01/09/2019 10:39 AM - Sean Fagan

- Status changed from Unscreened to Blocked

- Reason for Blocked set to Waiting for feedback

This means there's a large number of connection requests coming in, and a process is not responding to them quickly enough. However, I don't know if there's a way (from the debug file) to map the address to a particular process. I don't see any errors from any processes, so I have no way of knowing what's causing the backlog to generate.

If the problem is continuing, please run "lsof" on the NAS, and capture the output. That may have the address in the output, to allow for correlation.

#7 - 01/10/2019 03:04 PM - Mike P

- File putty.log added

Sean Fagan wrote:

> This means there's a large number of connection requests coming in, and a process is not responding to them quickly enough. However, I don't know if there's a way (from the debug file) to map the address to a particular process. I don't see any errors from any processes, so I have no way of knowing what's causing the backlog to generate.
>
> If the problem is continuing, please run "lsof" on the NAS, and capture the output. That may have the address in the output, to allow for correlation

The output of lsof is attached to this message as a file called putty.log - does this help ?

#8 - 01/10/2019 03:11 PM - Sean Fagan

I need to know the kernel messages from when the lsof is run. Thanks! (Just need one of them, since they all seemed to have the same address.)

#9 - 01/10/2019 03:20 PM - Mike P

OK Im happy to try and provide whatever you need but bearing mind I'm a LINUX newbie (in fact Im Linux ignorant) and that it took me an 40mins of research to figure out to capture the lsof output to you .... how do I capture the kernal messages ? and what is the order of commands you need done ?

I installed Putty - managed to login to the box - ran lsof - captured the lsof output into a log file
now how do I get the kernal messages to you ? Sorry I know this is stupidly low level stuff :(

#10 - 01/10/2019 03:25 PM - Sean Fagan

Sorry, you were so informative I thought you were more familiar.

The kernel messages can be seen by "dmesg", or in the file /var/log/messages, or /var/log/dmesg.* (there should be two of those files, one for today and one for yesterday). Running "lsof" and capturing the output via putty was exactly right; I just the kernel messages of the form "sonewconn: pcb 0xffffff8009c768910 <rest of stuff>" from the same session as the lsof output. If you haven't rebooted since running lsof, then just the ones now;

otherwise, please run "dmesg ; lsof" and capture all the output.

Thanks!

#11 - 01/10/2019 04:02 PM - Mike P

- File putty2-log.txt added

Lol - I'm glad I pass for someone that pseudo knows what they are doing - I'm a Windows guy so Linux is totally foreign - like Chinese - anyway here is another file with the output of dmesg - how does this look ?

#12 - 01/10/2019 04:14 PM - Sean Fagan

- Status changed from Blocked to Closed

- Reason for Closing set to Cannot Reproduce

- Reason for Blocked deleted (Waiting for feedback)

Unfortunately, I don't see any match in lsof output for the complaint from the kernel. That means that, unfortunately, I can't tell what is misbehaving.

The result of the listen queue overflowing is that attempts to connect to that particular socket will fail. I don't see any complaints about that in the log files in the debug attachment, but I could have missed them. More likely, though, it's something being requested by another machine (or a jail or VM), which means no logging would happen on this end.

I'm afraid there isn't anything we can do about this, because we don't have enough information. Unless you've got messages from client machines, or from jails/VMs, that something is failing, I can't tell from this what is going on.

I'm very sorry about this.

#13 - 01/11/2019 06:31 AM - Dru Lavigne

- File deleted (debug-ER-NAS-20190105185418.txz)

#14 - 01/11/2019 06:31 AM - Dru Lavigne

- File deleted (putty.log)

#15 - 01/11/2019 06:31 AM - Dru Lavigne

- File deleted (putty2-log.txt)

#16 - 01/11/2019 06:31 AM - Dru Lavigne

- Target version changed from Backlog to N/A

- Private changed from Yes to No

#17 - 01/11/2019 08:22 AM - Alexander Motin

Just for a note, there is ongoing parallel investigation of listen queue overflows in Samba for other customer. It should be fixed in some nearest releases.