Cloudnet access to the device file system is stuck

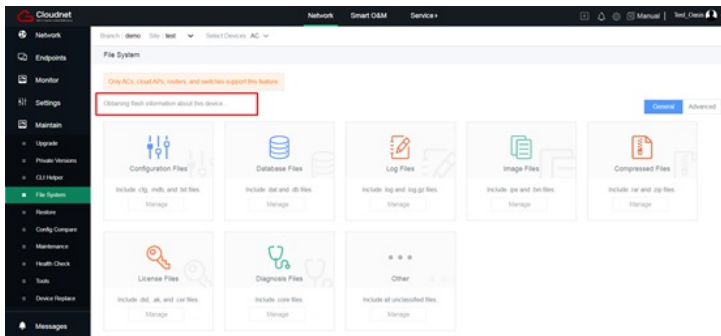Wireless 绿洲平台 **周天** 2021-03-18 Published

Network Topology

The device has been registered to cloudnet, we can view the device in cloudnet, and can also telnet to the device.

The file directory of the device cannot be accessed through Cloudnet, and it has been in "Obtaining fl ash information about this device..."

From the log of the Cloudnet, the fssever of the Cloudnet is disconnected from the websocket, but the device does not perceive it, and the TCP status is also established.

This situation has occurred before, and the device did not sense that the server was disconnected, or the server did not sense that the device was disconnected from the websocket connection.

This branch microservice sub-link does not send keep-alive messages, has no keep-alive mechanism, and does not sense that the websockt connection is disconnected.

From the log of the Cloudnet, the fssever of the Cloudnet is disconnected from the websocket, but the device does not perceive it, and the TCP status is also established.

Manually reset the cloud connection recovery (as shown in the figure below, in the Maintenance column, click the [Reset cloud connection] of the corresponding device.)