

知 CAS模板存储不活动，启动报错“主管理平台无法访问存储服务器（错误码：12657）”

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问题描述

CAS产品，E0730P05版本，模板存储（NFS网络文件系统）不活动，启动报错“主管理平台无法访问存储服务器（错误码：12657）”



## 过程分析

根据前台报错提示，可大致判断cvm节点与存储间的网络通信存在问题。

1、cvm ping nfs ip正常

2、查看cvm主机/var/log/cas\_util\_shell\_xx.log，也可以看到类似的报错，如：

Netcat nfs server xxx.xx.

Current cvm can not reach nfs [ip:目录] server

```
2022-06-22 17:25:51 [22935] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:26:17 [19630] (util_nfs_pool_check): ERROR:netcat nfs server 172.20.202 failed.
2022-06-22 17:26:17 [19546] util_cvm_setup.py/646L: ERROR:current cvm can not reach nfs [172.20.202:/B_07K_A3_POOL]
2022-06-22 17:26:17 [19546] util_cvm_setup.py/924L: ERROR:failed to parse xml string with errno 57
2022-06-22 17:26:17 [19546] util_cvm_setup.py/962L: ERROR:57
2022-06-22 17:26:17 [23572] util_cvm_storage_status.py/45L: WARNING:input arguments: ['0', '0', '3', '/templet1']
2022-06-22 17:26:17 [23572] util_cvm_storage_status.py/87L: ERROR:template storage pool /templet1 is not mounted.
2022-06-22 17:26:17 [23881] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:26:17 [24879] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:27:21 [25769] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:27:52 [26851] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:28:12 [27793] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
2022-06-22 17:28:12 [28779] util_cvm_storage_status.py/45L: WARNING:input arguments: ['0', '0', '3', '/templet1']
2022-06-22 17:28:12 [28779] util_cvm_storage_status.py/87L: ERROR:template storage pool /templet1 is not mounted.
2022-06-22 17:28:12 [28784] util_cvm_storage_status.py/45L: WARNING:input arguments: ['1', '0', '0', '/vms/']
```

3、尝试后台直接mount该存储卷，报错连接超时

```
For many more details, say 'man 8 mount'.
root@ZS5-M01:~# /var/log# mount -t nfs 172.20.202:/B_07K_A3_POOL /templet1
mount.nfs: Connection timed out
root@ZS5-M01:~# /var/log# mount -t nfs 172.20.202:/B_07K_A3_POOL /templet1
```

4、进一步在后台mount该卷时，抓包发现nfs侧未回包，确认可能存在网络策略限制。

```
root@ZS5-M01:~# tcpdump -i eth0 host 172.20.202
tcpdump: verbose output suppressed, use -v or -vv for full
listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes
17:52:12.609424 IP 172.20.202:ZS5-M01.698 > 172.20.202:nfs: Flags [S], seq 1512571382, win 29200, options [mss 1460,sackOK,TS val 4057041986 ecr 0,nop,wscale
7], length 0
17:52:20.80420 IP 172.20.202:ZS5-M01.698 > 172.20.202:nfs: Flags [S], seq 1512571382, win 29200, options [mss 1460,sackOK,TS val 4057050178 ecr 0,nop,wscale
7], length 0
17:52:36.929404 IP 172.20.202:ZS5-M01.698 > 172.20.202:nfs: Flags [S], seq 1512571382, win 29200, options [mss 1460,sackOK,TS val 4057066306 ecr 0,nop,wscale
7], length 0
17:53:09.189418 IP 172.20.202:ZS5-M01.698 > 172.20.202:nfs: Flags [S], seq 1512571382, win 29200, options [mss 1460,sackOK,TS val 4057098562 ecr 0,nop,wscale
7], length 0
```

现场通过排查确认中间设备存在策略限制，导致cvm主机无法挂载nfs存储。

#### 解决方法

现场放通cvm与nfs网络间限制后，可正常挂载该模板存储。

