CB7000安装后无法打开GUI的问题排查

存储软件 **王海伦** 2023-05-22 发表

问题描述

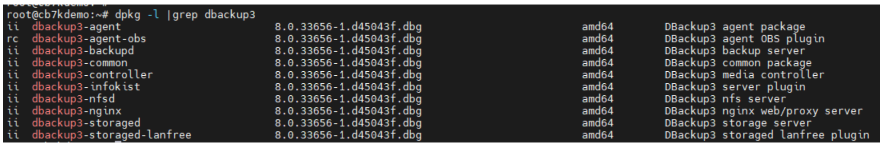
新安装或重启CB7000一体机后访问管理页面时无法打开管理页面

解决方法

排查方法:

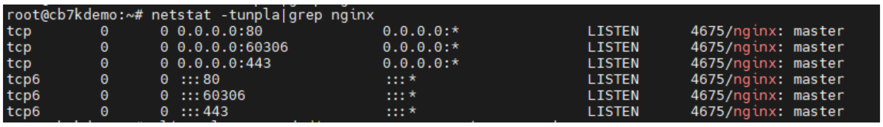
一. 检查软件包安装是否正常

#dpkg -l|grep dbackup3 可以用来列出所有已安装的模块,并且在首列显示出包的状态. 安装正常的软件包状态为ii



```
root@cb7kdemo:~# dpkg -l |grep dbackup3
ii  dbackup3-agent                  8.0.33656-1.d45043f.dbg                        amd64       DBackup3 agent package
rc  dbackup3-agent-obs              8.0.33656-1.d45043f.dbg                        amd64       DBackup3 agent OBS plugin
ii  dbackup3-backupd                8.0.33656-1.d45043f.dbg                        amd64       DBackup3 backup server
ii  dbackup3-common                 8.0.33656-1.d45043f.dbg                        amd64       DBackup3 common package
ii  dbackup3-controller             8.0.33656-1.d45043f.dbg                        amd64       DBackup3 media controller
ii  dbackup3-infokist               8.0.33656-1.d45043f.dbg                        amd64       DBackup3 server plugin
ii  dbackup3-nfsd                   8.0.33656-1.d45043f.dbg                        amd64       DBackup3 nfs server
ii  dbackup3-nginx                  8.0.33656-1.d45043f.dbg                        amd64       DBackup3 nginx web/proxy server
ii  dbackup3-storaged               8.0.33656-1.d45043f.dbg                        amd64       DBackup3 storage server
ii  dbackup3-storaged-lanfree       8.0.33656-1.d45043f.dbg                        amd64       DBackup3 storaged lanfree plugin
```

二. 查看端口是否正常监听80,443,60306



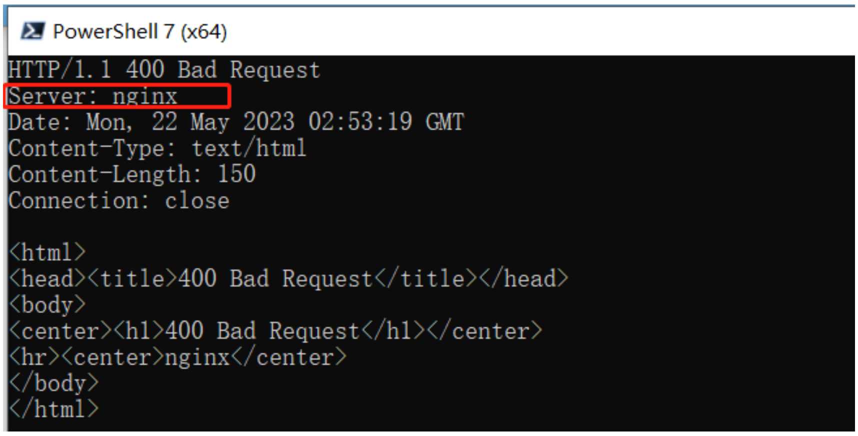
```
root@cb7kdemo:~# netstat -tunpla|grep nginx
tcp        0      0 0.0.0.0:80              0.0.0.0:*               LISTEN      4675/nginx: master
tcp        0      0 0.0.0.0:60306           0.0.0.0:*               LISTEN      4675/nginx: master
tcp        0      0 0.0.0.0:443             0.0.0.0:*               LISTEN      4675/nginx: master
tcp6       0      0 :::80                   :::*                    LISTEN      4675/nginx: master
tcp6       0      0 :::60306                :::*                    LISTEN      4675/nginx: master
tcp6       0      0 :::443                  :::*                    LISTEN      4675/nginx: master
```

三. 测试无法打开网页的客户端到服务器的链路是否正常

在windows客户端上使用 telnet <server_ip> 80

没有报告connection refused

按Ctrl+C显示如下信息表示服务器可以建立连接



```
HTTP/1.1 400 Bad Request
Server: nginx
Date: Mon, 22 May 2023 02:53:19 GMT
Content-Type: text/html
Content-Length: 150
Connection: close

<html>
<head><title>400 Bad Request</title></head>
<body>
<center><h1>400 Bad Request</h1></center>
<hr><center>nginx</center>
</body>
</html>
```

四. 如果以上都正常,网页依然打不开可以尝试重启后台服务,启动前需要检查是否有备份任务运行.

/etc/init.d/dbackup3-backupd restart

/etc/init.d/dbackup3-nginx restart

经过步骤四重启后依然无法访问管理页面,请联系400支持