# VSP One Object S Series Node Early Notice

**Rhino Engineering Number:** HCPS-EN-043

**Revision:** 1

**Date of Issue:** 29 April 2025

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## Title: No Communication with DNS Servers or Time Servers on Management Network

### 1. Description

When configured to use the management network to communicate with DNS servers, release 4.2.1 S Series nodes cannot communicate with the DNS servers. Similarly, when configured to use the management network to synchronize with time servers, release 4.2.1 S Series nodes cannot synchronize with the time servers.

#### 1.1 Mandatory

Yes

### 2. Products Affected

#### 2.1 Lines/Models Affected

* VSP One Object S11 node
* VSP One Object S31 node
* VSP One Object S32 node

#### 2.2 S Series Node Hardware Affected

* N/A

#### 2.3 S Series Software Affected

* 4.2.1

### 3. Related Problem IDs

* Rhino Engineering Jira reference: RNO-14540

### 4. Problem

#### 4.1 Symptoms

* The S Series node is configured to use the management network for communication with DNS servers but cannot communicate with the specified DNS servers. In this case, the alerts list includes messages like these:

Communication from server module 1 to DNS servers 172.12.5.47 failed.

Communication from server module 2 to DNS servers 172.12.5.47 failed.

This issue does not occur when the S Series node is configured to use the access network for communication with DNS servers.

* The S Series node is configured to use the management network for synchronizing with time servers but cannot synchronize with the specified time servers. In this case, the alerts list includes these messages:

Server module 1 is not synchronized with a time server.

Server module 2 is not synchronized with a time server.

This issue does not occur when the S Series node is configured to use the access network for synchronizing with time servers.

#### 4.2 Conditions of Occurrence

This issue occurs only on S Series nodes at release 4.2.1 and only when the S Series node is configured to use the management network with DNS servers or time servers.

#### 4.3 Cause

In release 4.2.1, the S Series node blocks communications that do not normally arrive through the given interface.

#### 4.4 Impact on Customer Operations

* Frequency of problem: Medium
* Severity of problem: Medium

### 5. Recovery

The script provided with this EN updates the S Series node to no longer block communications that are valid for any supported interface.

### 6. Solutions

#### 6.1. Temporary Solution

To temporarily resolve the issue described in this EN, you run the provided script on each server module in the S Series node. After successful execution of the script, the management network works for DNS servers and time servers.

You can run the script on either server module first.

**Note:** To enable the S Series node to communicate with DNS servers and time servers before the provided script is run, change the DNS-server configuration and time-server configuration to use the access network.

To run the script:

1. If you have not already done so, use Pageant to add the root SSH key to the SSH keychain on your laptop computer.
2. Download the EN043\_script.zip file to the directory of your choice on your laptop computer.
3. Use SCP to copy the downloaded EN043\_script.zip file to the /root directory on one server module.
4. Use SSH to log in to that server module as root.
5. Change to root directory

cd /root

1. Enter this command to confirm that the file is in the root directory:

ls EN043\_script.zip

1. Enter this command to unzip the EN043\_script.zip file:

unzip EN043\_script.zip

1. Enter this command to make the script executable:

chmod u+x mgmtNet\_rp\_filter.sh

1. Enter this command to execute the script:

./mgmtNet\_rp\_filter.sh

After successful execution, the script reports:

net.ipv4.conf.all.rp\_filter = 2

Update completed successfully!

1. Repeat steps 3 through 9 on the other server module.

#### 6.2. Permanent Solution

1. Product changes to resolve this issue:

* This issue will be corrected in a future version of the S Series software.

1. Product name, fixed version, and release schedule for the fixed version:

* VSP One Object S Series software version 4.3.0.

1. 3) Documentation changes:

* N/A

### 7. Change Log

29 April 2025: Initial revision