CCO Gets "Connection refused" Error in osmosix.log File

Contents

Introduction

This document describes the issue specific to the "Connection refused" error from Advanced Message Queuing Protocol (AMQP) server which can be seen in Cisco Connection Online (CCO) **osmosix.log** file.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Linux Virtual Machine (VM)
- CloudCenter

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

When a VM is deployed or terminated or suspended, the process gets stuck in terminating or suspending state forever. The exception can be found in **osmosix.log** files from CCO, as shown in the image.

```
        at org.springframework.http.client.AbstractClientHttpRequest.execute(AbstractClientHttpRequest.java:53) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        at org.springframework.web.client.RestTemplate.doExecute(RestTemplate.java:652) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        ... 16 more
Caused by: java.net.ConnectException: Connection refused (Connection refused)
        at java.net.PlainSocketImpl.socketConnect(Native Method) ~[?:1.8.0_152]
        at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350) ~[?:1.8.0_152]
        at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206) ~[?:1.8.0_152]
        at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188) ~[?:1.8.0_152]
        at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392) ~[?:1.8.0_152]
        at java.net.Socket.connect(Socket.java:589) ~[?:1.8.0_152]
        at org.apache.http.conn.ssl.SSLConnectionSocketFactory.connectSocket(SSLConnectionSocketFactory.java:339) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectionOperator.java:142) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.conn.PoolingHttpClientConnectionManager.connect(PoolingHttpClientConnectionManager.java:359) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.execchain.MainClientExec.establishRoute(MainClientExec.java:381) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.execchain.MainClientExec.execute(MainClientExec.java:237) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.execchain.ProtocolExec.execute(ProtocolExec.java:185) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.execchain.RetryExec.execute(RetryExec.java:89) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.execchain.RedirectExec.execute(RedirectExec.java:111) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.client.InternalHttpClient.doExecute(InternalHttpClient.java:185) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.client.CloseableHttpClient.execute(CloseableHttpClient.java:83) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.apache.http.impl.client.CloseableHttpClient.execute(CloseableHttpClient.java:56) ~[httpclient-4.5.3.jar!/:4.5.3]
        at org.springframework.http.client.HttpComponentsClientHttpRequest.executeInternal(HttpComponentsClientHttpRequest.java:89) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        at org.springframework.http.client.AbstractBufferingClientHttpRequest.executeInternal(AbstractBufferingClientHttpRequest.java:48) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        at org.springframework.http.client.AbstractClientHttpRequest.execute(AbstractClientHttpRequest.java:53) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        at org.springframework.web.client.RestTemplate.doExecute(RestTemplate.java:652) ~[spring-web-4.3.11.RELEASE.jar!/:4.3.11.RELEASE]
        ... 16 more
```

 Logs from Rabbit Server are as shown in the image.

```
=ERROR REPORT==== 2-Mar-2018::16:16:09 ===
Channel error on connection <0.1168.0> (                                    :5671, vhost: '/cliqr', user: 'cliqr_worker'), channel 1:
operation queue.declare caused a channel exception not_found: no queue 'cliqr.worker.queue.13b43d0b-bc32-458d-8fea-f86476fd25f7' in vhost '/cliqr'

=ERROR REPORT==== 2-Mar-2018::16:19:09 ===
Channel error on connection <0.1168.0> (                                    :5671, vhost: '/cliqr', user: 'cliqr_worker'), channel 1:
operation queue.declare caused a channel exception not_found: no queue 'cliqr.worker.queue.5ebfca2d-bd2b-4ede-b69a-7db200339d34' in vhost '/cliqr'
```

Solution

In order to solve this issue, you need to check all the necessary port that are open for communication between the components.

This issue was resolved by the addition of proper Domain Name Server (DNS) name in CCO's and Rabbit's host file as the DNS server was not able to resolve the custom DNS name provided to Rabbit server.