

Technology FAQ

- [NextCloud Refuse to Connect](#)
- [Next Cloud Files](#)
- [10/20/2023 Next Cloud Directory not available](#)

NextCloud Refuse to Connect

10/18/2023 NextCloud files seemed to slow down then it went offline entirely.



This site can't be reached

cloud.studianova.org refused to connect.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

ERR_CONNECTION_REFUSED

Details

Reload

SITREP

- I was working in files, noticed that files were slowing down. Also copied files were blank.
 - Also very long times to select all and copy
- **Then Nextcloud went totally offline**
- Checked Talk app was hanging, not functional
- Checked IONOS servers were online and 'green'
- Checked Moodle, BBB, Bookstack App, Studia Nova, Freedom Library were all up and running.
- Called Customer support, the person could not 'find nextcloud' on SNAapps or SN cloud

Recent Changes

- 2F had been implemented earlier in the day, but no direct issues afterward
- Rakib had been working on setting up the back-ups using the IONOs package

Immediate Actions Taken

- IONOS Customer support re-booted both servers, this resolved the issue, took a few minutes to come up
- Ticket was put in to find out why he can not see nextcloud on any of the servers, all three were checked, also to investigate why it went offline.

Corrective Action

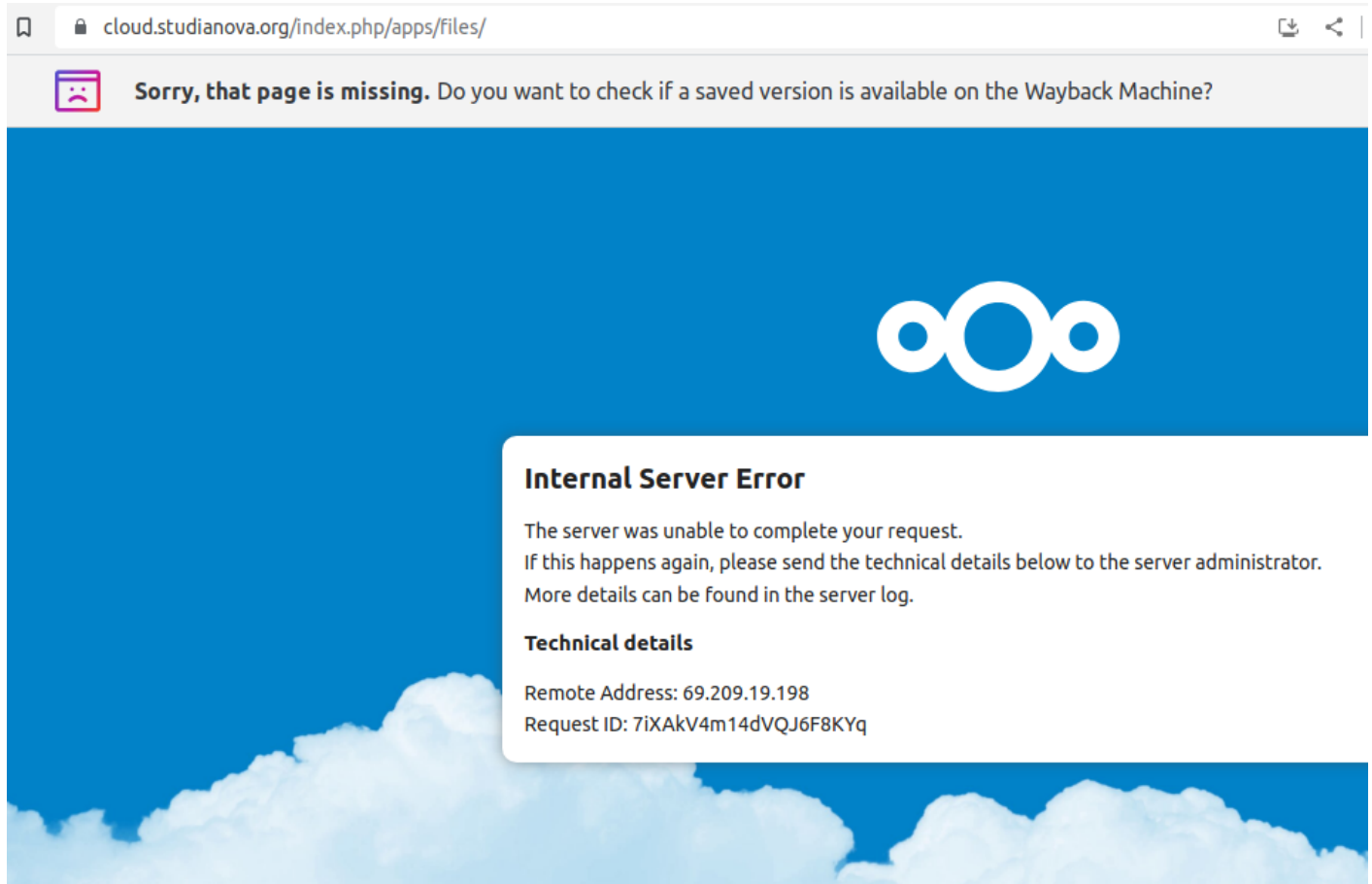
1. Ask Rakib to investigate the back up process and come up with a fix
2. Customer support can not see that Nextcloud is installed, address with Rakib - Rakib used different file names
3. Get a list or screenshot of the applications on each server so Victoria can work with customer support.

Lessons Learned

- We can not store critical passwords only in nextcloud, we must have a secondary back up.
- *hardcopy on file at 3161*
- Victoria can not see the software IP address and can not work with customer support

Next Cloud Files

10/20/2023 NextCloud Internal Server Error



SITREP

- cloud.studianova.org was an open window on my desktop, when I tried to open file apps above picture was displayed.
- I could still refresh other apps
- When I logged back in and out, all apps were blocked
- Dharmik could still open files on nextcloud, I could not open the link he sent.
- Logged in an another user, April, and same problem
- BSA was acting weird and not allowing me to paste in a picture.

Recent Changes

- 2F implemented a few days before
- back-ups were running, but no errors in the logs

Immediate Actions Taken

- Dharmik logged in to webmin and found the error messages as below:

Dharmik Vyas 1 min

Fatal

no app in context

Doctrine\DBAL\Exception\DriverException: An exception occurred while executing a query: SQLSTATE[HY000]: General error: 1021 Disk full (/tmp/#sql_6ca_0.MAI); waiting for someone to free some space... (errno: 28 "No space left on device")

0

Warning! The 27.33 GiB filesystem mounted at / has no free disk space!

[Stats History](#)

▼ Disk Usage

Mounted As	Type	Free	Used	Total	Device ID
/	ext3	0% (0 bytes) 94% (1716746 inodes)	27.33 GiB 114678 inodes	27.33 GiB 1831424 inodes	/dev/md2
/usr	ext4	25% (2.36 GiB) 62% (404753 inodes)	6.86 GiB 250607 inodes	9.74 GiB 655360 inodes	/dev/vg00/usr
/home	ext4	99% (9.22 GiB) 100% (655342 inodes)	52 KiB 18 inodes	9.74 GiB 655360 inodes	/dev/vg00/home
/var	ext4	63% (95.34 GiB) 93% (9669792 inodes)	55.49 GiB 815968 inodes	157.36 GiB 10485760 inodes	/dev/vg00/var

- The /dev/md2 partition was full and causing error messaged
- IONOS customer service said this folder was a raid server for boot only and **should not cause the problem.**
- IONOS said that more memory could not be added to md2 because some kind of software would not allow this to be done.
- IONOS offered to remove unneeded data from the md2 and put in /var, a ticket was put in and scheduled for Monday at 8AM eastern (\$75).
- Dharmik deleted some files including Rosario SIS.
- IONOS restarted the server and the issue resolved.

Corrective Actions

- Remove mail.studianova as this is on the server where we had the problem
- Remove all unneeded files, dharmik noticed up to three instances of NextCloud.
- Victoria to learn how to restart the server
- Identify the **root cause** of having to re-start nextcloud server two days in a row

Lessons Learned

- Having the off-line server passwords was critical to working with IONOS.
- Removing unneeded files reduces complexity of trouble shooting.

10/20/2023 Next Cloud Directory not available

12:36 PM NextCloud Problem returned

dh - f command not running in webmin command shell

At first looked fine, said no problem, then when IONOS guy said server is "stuck."

Access VNC console showed a weird message, he agreed to put in a ticket since it looked like a server issue.

Victoria could not see anything on the VNC console - all black.