

View Console and Console Proxy Troubleshooting

After installation of Cloudstack, you can navigate to **Infrastructure > System VMs** and see two system VMs running:

- Secondary Storage VM
- Console Proxy VM

In the detail view of these VMs (and also in all guest instance VMs which you create) there is a button **View Console** which opens a new browser window/tab. After a small delay, the content of the console of the running machine should be visible in this window/tab. The [admin guide of the current release version 4.1.1](#) shows the location of the button.

To understand why you see messages related to a domain 'realhostip.com', please read [Role of realhostip in CloudStack](#).

Diagnostic Steps

If your browser hangs with a message 'Connecting to kk-ll-mm-nn.realhostip.com' or you receive an error (usually a timeout) in the *Console View*, perform the following steps which were compiled from [a mailing list thread](#).

Find out the Link Local IP Address of your Console Proxy

Infrastructure > System VMs > Console Proxy VM > Link Local IP Address

SSH into the Console Proxy VM

```
ssh -i /var/lib/cloudstack/management/.ssh/id_rsa -p 3922 169.254.2.xyz
```

Check whether the Cloudstack Agent is running

```
ps aux | grep -v grep | grep com.cloud.agent.AgentShell
```

the result should be such a process description:

```
root      1986   0.0   4.4 999920 45644 ?        S1   Sep09   1:33 java -Djavax.net.ssl.trustStore=./certs
/realhostip.keystore -mx808m -cp ./../conf:antisamy-1.4.3.jar:aopalliance-1.0.jar:apache-log4j-extras-1.1.jar:
aspectjrt-1.7.1.jar:aspectjweaver-1.7.1.jar:aws-java-sdk-1.3.21.1.jar:backport-util-concurrent-3.1.jar:batik-
css-1.7.jar:batik-ext-1.7.jar:batik-util-1.7.jar:bcprov-jdk16-1.46.jar:bsh-core-2.0b4.jar:cglib-nodep-2.2.2.jar:
cloud-agent-4.1.1.jar:cloud-api-4.1.1.jar:cloud-console-proxy-4.1.1.jar:cloud-core-4.1.1.jar:cloud-utils-4.1.1.
jar:commons-beanutils-core-1.7.0.jar:commons-codec-1.6.jar:commons-collections-3.2.1.jar:commons-configuration-
1.8.jar:commons-dbcp-1.4.jar:commons-discovery-0.5.jar:commons-fileupload-1.2.jar:commons-httpclient-3.1.jar:
commons-lang-2.6.jar:commons-logging-1.1.1.jar:commons-pool-1.6.jar:dom4j-1.6.1.jar:ehcache-1.5.0.jar:ejb-api-
3.0.jar:esapi-2.0.1.jar:gson-1.7.1.jar:guava-14.0-rc1.jar:httpclient-4.1.jar:httpcore-4.1.jar:jackson-core-asl-
1.8.9.jar:jackson-mapper-asl-1.8.9.jar:jasypt-1.9.0.jar:java-ipv6-0.10.jar:javassist-3.12.1.GA.jar:javaw.inject-
1.jar:javax.persistence-2.0.0.jar:jaxen-1.1-beta-8.jar:jdom-1.0.jar:jsch-0.1.42.jar:jstl-1.0.jar:log4j-
1.2.16.jar:nekohtml-1.9.12.jar:reflections-0.9.8.jar:spring-aop-3.1.2.RELEASE.jar:spring-asm-3.1.2.RELEASE.jar:
spring-beans-3.1.2.RELEASE.jar:spring-context-3.1.2.RELEASE.jar:spring-core-3.1.2.RELEASE.jar:spring-expression-
3.1.2.RELEASE.jar:spring-web-3.1.2.RELEASE.jar:trilead-ssh2-build213-svnkit-1.3-patch.jar:xalan-2.7.0.jar:
xercesImpl-2.6.2.jar:xml-apis-1.0.b2.jar:xml-apis-ext-1.3.04.jar:xmlParserAPIs-2.6.2.jar:xom-1.1.jar com.cloud.
agent.AgentShell template=domP type=consoleproxy host=10.168.99.1 port=8250 name=v-2-VM premium=true zone=1
pod=1 guid=Proxy.2 proxy_vm=2 disable_rp_filter=true eth2ip=10.193.17.198 eth2mask=255.255.255.0 gateway=10.
193.17.1 eth0ip=169.254.2.243 eth0mask=255.255.0.0 eth1ip=10.168.99.114 eth1mask=255.255.255.0 mgmtcidr=193.
17.230.0/24 localgw=10.168.99.1 internaldns1=10.168.99.1 dns1=10.193.17.1
```

Check the connection of Agent to Management Server

```
netstat -na | grep 8250
tcp        0      0 10.168.99.114:58439    10.168.99.1:8250      ESTABLISHED
```

Check whether Agent listens on 443

```
netstat -na | grep 443
tcp        0      0 0.0.0.0:443            0.0.0.0:*             LISTEN
```

Check connectivity to public IP of Console Proxy

On the console proxy, find out the public IP with ifconfig:

```
ifconfig eth2
eth2      Link encap:Ethernet  HWaddr 06:e6:f2:00:00:c7
          inet addr:10.193.17.198  Bcast:10.193.17.255  Mask:255.255.255.0
          inet6 addr: fe80::4e6:f2ff:fe00:c7/64 Scope:Link
          UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
          RX packets:6503 errors:0 dropped:0 overruns:0 frame:0
          TX packets:5243 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:2447827 (2.3 MiB)  TX bytes:2324955 (2.2 MiB)
```

From **your machine**, on which the browser is running where you click on the *Console View* button, try to access port 443 of that public IP:

```
telnet 10.193.17.198 443
Trying 10.193.17.198...
Connected to 10.193.17.198.
Escape character is '^]'.
```