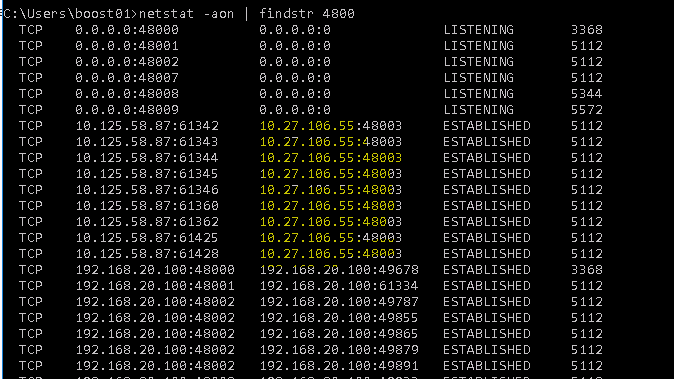
The one marked in tunnel server IP and port 48003 is resolving on tunnel server from tunnel client .

All the tunnel clients are affected which is connected to 10.27.106.55 via tunnel.

The client can only tunnel resolve with tunnel server’s IP rather hostname



The tunnel server 10.27.106.44(frhdstd-apdxm01) is having frequent robot communication errors

Sep 18 14:09:43:556 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 14:09:58:260 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:10:06:551 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:17:58:830 [2488] 0 Controller: cb\_pacallback request failed cmd=\_status to 10.27.106.55/48002

Sep 18 14:17:59:064 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:18:09:006 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:25:16:453 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 14:25:44:991 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:25:46:007 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 14:26:00:237 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:26:01:647 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:34:02:868 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 14:34:02:877 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:34:11:872 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:41:50:222 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 14:42:04:270 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:42:13:075 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:50:06:891 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 14:50:06:900 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:50:15:914 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:56:52:739 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 14:56:53:761 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 14:58:08:298 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 14:58:11:169 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:06:02:154 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 15:06:09:296 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:06:14:206 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:14:10:237 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:14:21:044 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:22:10:889 [2488] 0 Controller: cb\_pacallback request failed cmd=\_status to 10.27.106.55/48002

Sep 18 15:22:11:014 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:22:21:915 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:30:12:421 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:30:18:391 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:38:14:069 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:38:22:397 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:46:16:679 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 15:46:16:690 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:46:25:067 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:53:32:929 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 15:54:02:862 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 15:54:03:891 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 15:54:18:155 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 15:54:28:364 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:02:20:837 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 16:02:20:847 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:02:29:822 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:10:22:053 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:10:28:979 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:18:24:598 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 16:18:24:608 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:18:33:006 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:26:25:131 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:26:30:202 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:34:26:697 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 16:34:26:707 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:34:36:033 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:41:43:268 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 16:42:06:010 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:42:07:027 [2488] 0 Controller: Failed to send set\_hub to spooler (communication error)

Sep 18 16:42:28:138 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:42:39:362 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

Sep 18 16:50:29:834 [2488] 0 Controller: hub localhost(10.27.106.55) NO CONTACT (communication error)

Sep 18 16:50:29:845 [2488] 0 Controller: \_ProcStart - Probe 'hub' - starting

Sep 18 16:50:39:017 [2488] 0 Controller: Hub localhost(10.27.106.55) contact established

The tunnel server hub is going down frequently which is causing other 30 clients disconnections

And in the process sometimes alarms are missed.

2 tunnel clients hubs were down for a long time but We did not get any alarm from.

Should reinstalling hub after removing ++C library fix the frequent communication issue on the tunnel server

The ports are open, AV exclude rules are there .