

Forum:[Hack Forums](#)

Thread: [LAN Issues and MySQL Errors](#)

Omniscient - May 30, 2011, 11:50 am

If in the past hour you've been experiencing a lot of errors then please read.

It appears the LAN (local area network for internal use) is experiencing some problems. This is the route we use for the web server to the database server. There has been some periodic packet loss resulting in mysql errors and slow responses.

I've contacted the datacenter about this so I'm hoping they will resolve it soon. Until then please be patient.

Thank you.

Chris - May 30, 2011, 11:51 am

Thanks for letting us know. I was wondering what was going on.

Positive - May 30, 2011, 11:51 am

Ok, thanks Omni for the info.

Thats why I was having issues with this, this morning.

Thanks again.

-- Positive --

Crayo - May 30, 2011, 11:51 am

I've only received one, and it's normally when the site is slow so I just assume it's dealing with a DDOS attack. Looks like this isn't really affecting me, touch wood.

_char - May 30, 2011, 12:03 pm

Thanks for telling us! Was wondering why it was crashing like a mofo!

Omniscient - May 30, 2011, 12:19 pm

It's not crashing nor is it an attack. Simply packet loss means that the 2 servers are not connecting well enough to have reliable data causing site errors and slowdowns.

Zeon - May 30, 2011, 12:21 pm

Ah, so that was it. HF is loading real slow in Spain, although it's not failing to load.

Crayo - May 30, 2011, 12:21 pm

Ah okay, I'm getting the errors a bit more often now though, but they're lasting just a matter of minutes. I assume you have no idea what's really causing the servers to not connect like they usually would?

Bacardi - May 30, 2011, 12:22 pm

I already noticed the site was running a bit slow for me.

iMario - May 30, 2011, 12:23 pm

I just came back from school, and HF seems to be fine for me, still didn't experience any error, well, thanks for the notice!

King - May 30, 2011, 12:24 pm

(May 30, 2011 12:19 PM)Omniscient Wrote: [\[CITE\]](#) It's not crashing nor is it an attack. Simply packet loss means that the 2 servers are not connecting well enough to have reliable data causing site errors and slowdowns.

It seems that it's not hard to fix it. Btw, we are not getting many errors like in the past which is great. ?

Omniscient - May 30, 2011, 12:48 pm

(May 30, 2011 12:21 PM)Crayo Wrote: [\[CITE\]](#) I assume you have no idea what's really causing the servers to not connect like they usually would?

Consider it's hardware outside my access that would be correct. I have no idea to the exact cause. However the datacenter is notified and I've given them ample evidence a problem exists. They're capable and I'm sure they'll resolve this now they are aware of the problem.

One of the most difficult things is communicating with a datacenter. Too often noobs have no idea what is wrong when they are offline or having server problems. Since they can't troubleshoot and describe to tech support the problem they are often told the problem is on their end. This can lead to frustration for a new server admin.

Many times they simply decide to leave the datacenter for one offering better support. Or at the least where the problem appears resolved. But that's not a smart thing to do. The admin has learned nothing in that situation. The best option imho is to stick it out and figure out the cause. This requires knowledge and strong troubleshooting skills.

One benefit of my datacenter is that my server is fully self-managed. This means they don't login to my server to do anything. I'm able to save money this way but for a noob admin they'd be screwed in an instance such as this. Our datacenter I've found to be very capable at the network level. And that's their job. I'm not asking them to get MySQL working or to config my firewall. What I want from the datacenter is a clean working network.

But anyways that's a big rant and not sure where it came from.

Zeon - May 30, 2011, 12:52 pm

Does this have anything to do with yesterday's downtime?

iDope -- May 30, 2011, 1:29 pm

Thanks for letting us know..

I got an error some time ago..But yeah, seems fine for now.

Crayo - May 30, 2011, 4:52 pm

(May 30, 2011 12:48 PM)Omniscient Wrote: [\[CITE\]](#) Consider it's hardware outside my access that would be correct. I have no idea to the exact cause. However the datacenter is notified and I've given them ample evidence a problem exists. They're capable and I'm sure they'll resolve this now they are aware of the problem.

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But anyways that's a big rant and not sure where it came from.

It's a rant I appreciate since I understand more of the level of control you have at your end. Out of pure curiosity and I don't really expect you to answer as it's sort of off-topic but what does happen if there's a problem with MySQL, or your firewall which you just can't fix? I mean you said there you're able to save money as it's self-managed, and you're obviously capable, but in a situation like that do they give you any sort of free support, or would you need to simply pay for assistance? Or is finding a case where you have no idea what's wrong to rare to comprehend? :P

But yeah I completely agree that an Admin needs to learn. I assume the reason "Guru" was removed was because you didn't need him, as you've developed your system administration skills over the years? I think I saw that posted here somewhere.

Anyway, let's hope the datacenter fixes this.

Black Mesa - May 31, 2011, 12:11 am

Thanks for telling us, do you use a private switch?

? Lollipop ? - May 31, 2011, 12:28 am

Thanks for letting us know.

Guess Who Is Back - May 31, 2011, 12:39 am

Thanks for telling us omni :D

Fetus Flipper - May 31, 2011, 8:10 am

Thanks for letting us know Omni. I've been experienceing these problems but they're no biggy. How is that management team you were talking about setting up coming along? It would take a large weight off your shoulders if you got a team.

Lover200XD - May 31, 2011, 8:27 am

Thanks for letting us know this Omni, i've got those errors 7 times in total.

But when i refresh the page, it doesn't give a error anymore.

Try that if you get a MySQL error. Hope it works again, works for me :)

Splodge0007 - May 31, 2011, 12:42 pm

Your hosting company must have a bittersweet relationship with you. Should probably just employ you, especially seeings as you do more troubleshooting then they do.

Ghost? - May 31, 2011, 12:42 pm

Yeah I was getting an error about every 5 minutes.

Thanks for the update Omni :)

Omniscient - *May 31, 2011, 1:39 pm*

Quote: Out of pure curiosity and I don't really expect you to answer as it's sort of off-topic but what does happen if there's a problem with MySQL, or your firewall which you just can't fix?

I'm at a level where I can fix anything wrong at the server or service level.