Product: PM

Affected release: 2.3.X

Fix release: 2.4

Approx. downtime: 5 minutes

Severity: Critical

Category: Security

Release date: July 23, 2024

Feedback or suggestion?
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Technical Information Bulletin

Verify the Customer's DNS Servers Exist in /etc/resolv.conf

The Appliance deletes the customer's DNS servers

During an upgrade, the Virtual Appliance (Appliance) lists the customer's domain name system (DNS) servers in the **/etc/resolv.conf** file. In some situations, the Appliance deletes the contents of **resolv.conf**—including the DNS server list—after rebooting or after ten minutes. If **resolv.conf** does not list the DNS servers, pause the upgrade, and complete this TIB.

This TIB outlines the following:

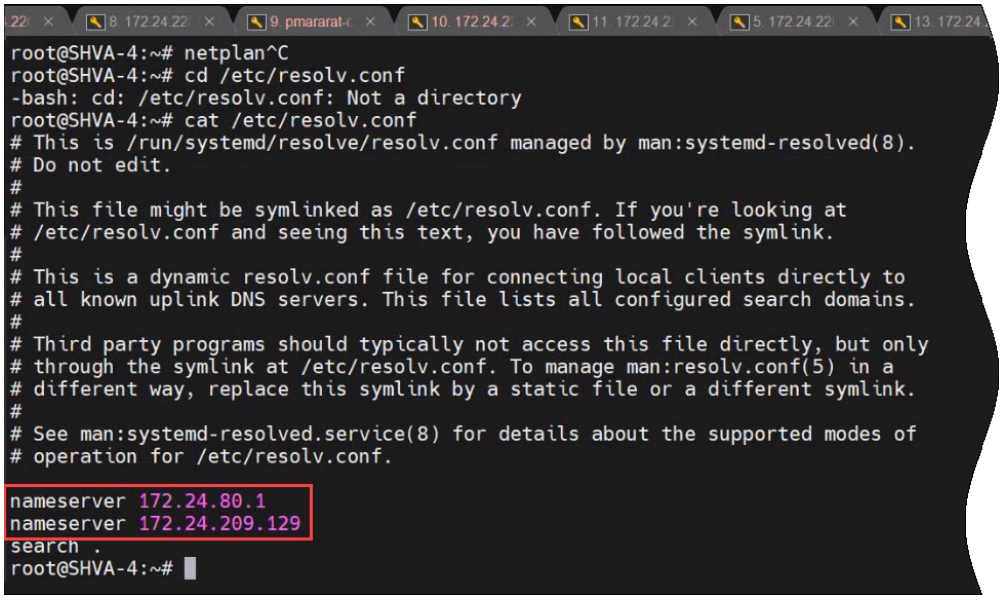
1. Search for the customer's DNS servers in **resolv.conf**.
2. Add the DNS servers to resolv.conf.
   a. Ensure the system-resolved service is inactive.
   b. Delete and recreate resolv.conf.
   c. Add the customer's DNS servers to resolv.conf.

Search for the customer's DNS servers in resolv.conf

1. SSH into the Appliance.
2. Enter the following:

   cd /etc/resolv.conf
   cat /etc/resolv.conf

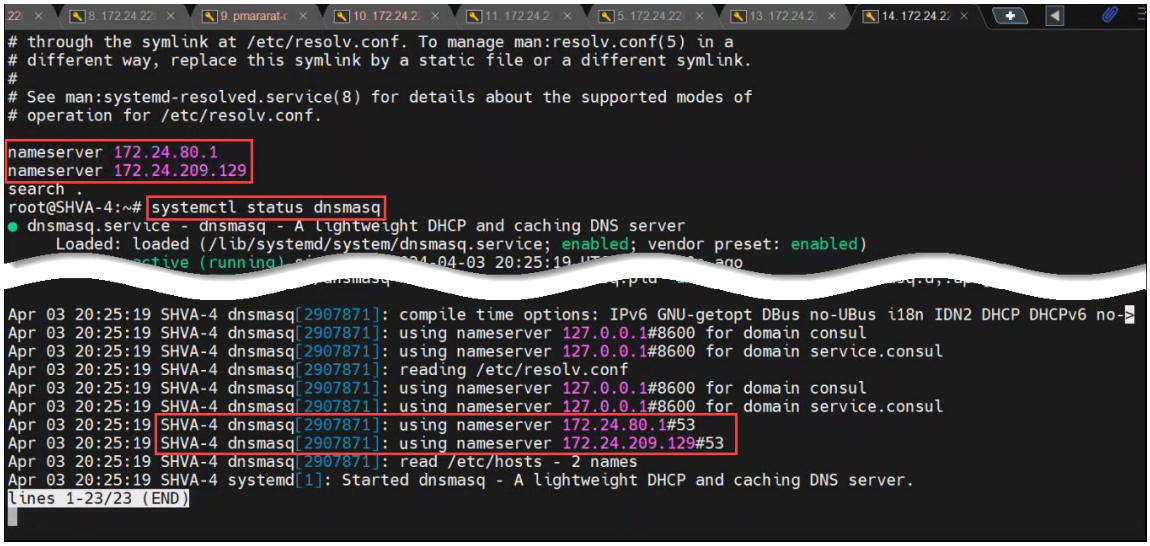
3. Look for the customer's DNS servers.



4. Enter the following:

   systemctl status dnsmasq

   If the customer's DNS servers match the ones that you searched for in the previous step, you can proceed with the upgrade.



Add the DNS servers

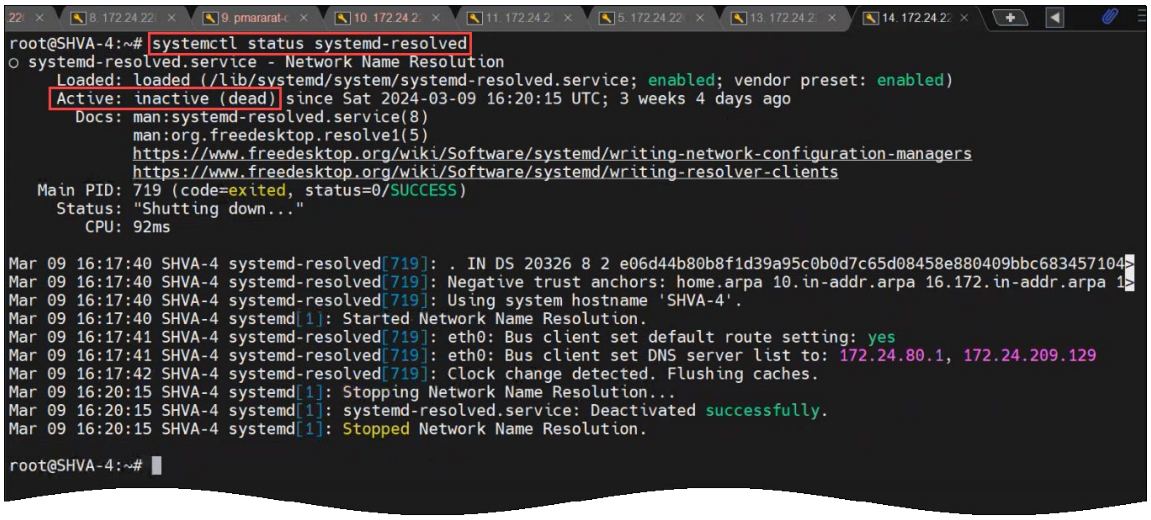
If the DNS servers did not display, complete the following steps to add them to the **resolv.conf** file.

Ensure the system-resolved service is inactive

1. Enter the following:

   systemctl status systemd-resolved

   Ensure that **systemd-resolved** is inactive.



2. If **systemd-resolved** is active, enter the following:

   systemctl stop systemd-resolved
   systemctl disable systemd-resolved

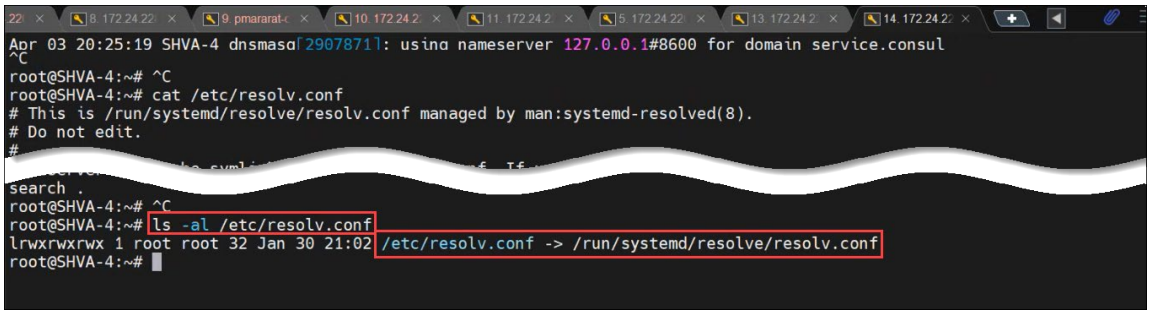
3. Repeat step 1 to ensure that **systemd-resolved** is inactive.

Delete and recreate resolv.conf

1. Enter the following:

   ls -al etc/resolv.conf

   This displays the symlink between **etc/resolv.conf** and its destination file, **run/systemd/resolve/resolv.conf**, if it exists. If the symlink does not exist, proceed to step 3.



2. Unlink the symlink by entering the following:

   unlink etc/resolv.conf

   This deletes **resolv.conf**.

3. Recreate **resolv.conf** by entering the following:

   vi etc/resolv.conf

Add the customer's DNS servers to resolv.conf

1. Add and save the customer's DNS servers to **resolv.conf** by entering the following:

   <nameserver>: <IP address>
   <nameserver>: <IP address>

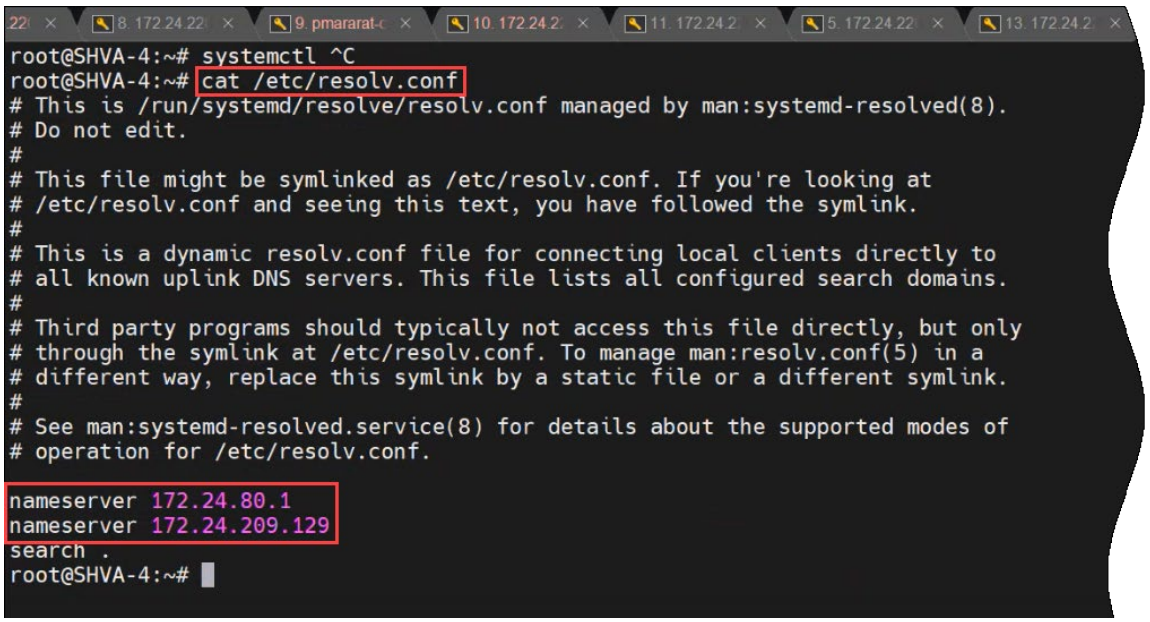
2. Press **ESC**, then press **Shift + :**

3. Enter the following:

   wq!

4. Enter the following to verify **resolv.conf** saved the DNS servers:

   cat /etc/resolv.conf

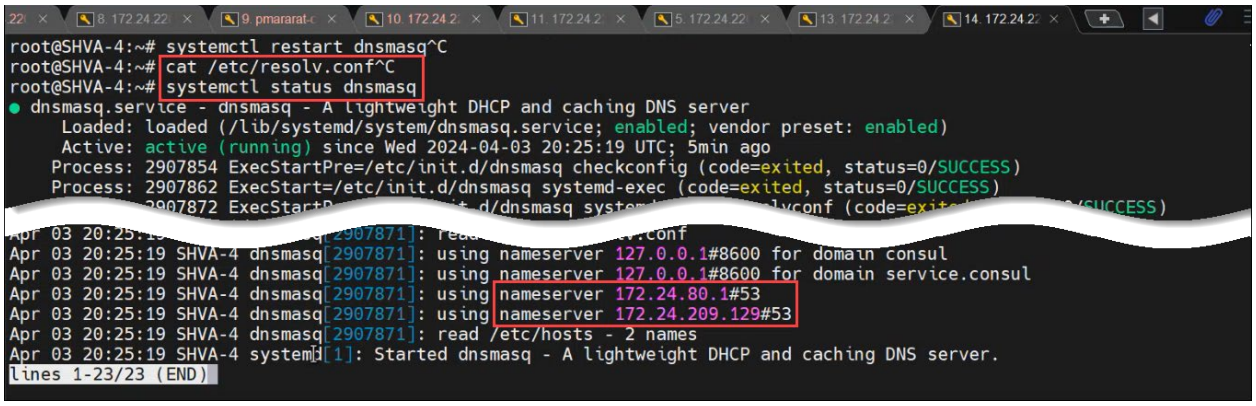


5. Enter the following to restart the **dnsmasq** service:

   systemctl restart dnsmasq

6. Enter the following to ensure **resolv.conf** lists the customer's DNS servers:

   cat /etc/resolv.conf
   systemctl status dnsmasq
   systemctl restart traefik



   At this point, continue the upgrade.

Related Jira issues

DEVOPS-5150 DNS nameservers are deleted after upgrade from PM 2.2.x (SHVA 4.2.2) to PM 2.3.5 (SHVA 4.3.2)

TIB obsolescence

Archive this TIB when all customers upgrade to PM version 2.4.0.