

eFive: OpenVPN does not start

You should double-check first whether you have well configured the following settings :

- Dynamic IP Pool Start Address & Dynamic IP Pool End Address in the same subnet as your LAN IP.
- CA & Host Certificates have been well generated.
- WAN and LAN IP correctly configured (different subnet)

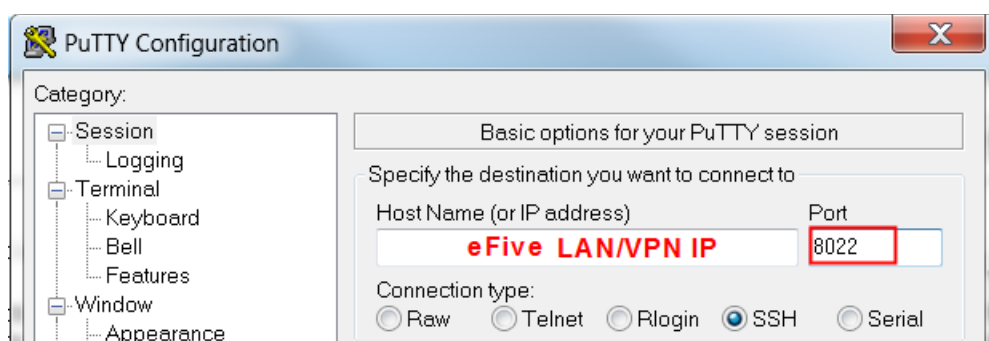
If all these settings are correct, then you might face a memory issue in your eFive. Indeed, for some reasons, your eFive could have accumulated too many logs and one of your memory areas is therefore full, preventing your eFive start the OpenVPN service. This could occur because your eFive is receiving too many broadcast packets or because your VPN logs level has been set to a too high level for too long (See VPN --> Advanced Settings).

To check that, you just have to display the page "Status --> System Status" :

Disk usage:					
Device	Mounted on	Size	Used	Free	Percentage
/dev/sda1	/	426M	132M	272M	33%
/dev/sda2	/var/log_compressed	51M	7.5M	41M	16%
tmpfs	/tmp	502M	4.0K	502M	1%
shm	/dev/shm	502M	0	502M	0%
tmpfs	/ram	512M	511M	1M	100%

If your "/ram" memory is full, then your eFive is having the above problem.

To solve this problem, you have to connect the eFive through SSH. For that, you first need to activate the SSH communication in your eFive by going in "System --> SSH Access" and then checking the option "SSH Access". Now, open a SSH session to your eFive using your SSH client (eFive LAN IP or VPN IP can be used). If you don't have one, use the software "[PuTTY](#)". Be careful that eFive uses TCP Port 8022 for SSH connections.



Login to your eFive using the username "root" and the administrator password defined in your eFive (the one you use for the eFive website authentication)

Go to the directory "/var/log/" by using the command "cd"

```
login as: root
root@192.168.120.97's password:
Last login: Wed Nov 19 18:08:31 2014 from 192.168.120.98
root@efive:~ # cd /var/log
```

You can now display the detailed list of all files of this directory using the command "ls -la". You should see one big file with a name starting with "messages..."

```
root@efive:/var/log # ls -la
total 523520
drwxr-xr-x 11 root    root      760 Nov 19 17:24 .
drwxr-xr-x  6 root    root     120 Nov 19 17:23 ..
-rw-----  1 root    root        0 Nov 16 00:00 btmp
-rw-----  1 root    root        0 Jun 11 18:06 btmp-20141101
-rw-----  1 root    root       20 Nov  2 15:27 btmp-20141111.gz
-rw-----  1 root    root        0 Nov 12 16:22 btmp-20141115
-rw-----  1 root    root        0 Nov 16 00:00 btmp-20141115.gz
drwxr-xr-x  2 squid  squid     60 Nov 19 17:23 cache
-rw-r--r--  1 root    root        0 Dec  6  2013 connect-errors
-rw-r--r--  1 root    root        0 Nov 19 17:24 dmesg
-rw-r--r--  1 root    root        0 Nov 19 14:42 dmesg.0
-rw-r--r--  1 root    root        0 Nov 19 14:38 dmesg.1
-rw-r--r--  1 root    root        0 Nov 12 16:22 dmesg.2
-rw-r--r--  1 root    root        0 Nov  6 12:50 dmesg.3
-rw-r--r--  1 root    root        0 Nov  2 15:27 dmesg.4
drwxr-xr-x  2 nobody nobody    40 Dec  6  2013 dyndns
-rw-r--r--  1 root    root        0 Nov 19 17:24 fw_timeframe_log
drwxr-xr-x  2 root    root     320 Nov 19 17:24 httpd
-rw-r--r--  1 root    root     3003 Jan 30  2014 hwdetect
-rw-r--r--  1 root    root     292 Nov 19 17:25 lastlog
drwxr-xr-x  2 logwatch nobody   240 Nov 19 00:20 logwatch
-rw-rw-r--  1 root    syslogd 180224 Nov 19 17:31 messages
-rw-rw-r--  1 root    syslogd 115693 Jun 12 08:00 messages-20140611.gz
-rw-rw-r--  1 root    syslogd 535146496 Jun 12 15:30 messages-20141101
-rw-rw-r--  1 root    syslogd 40960 Nov  2 15:27 messages-20141101.gz
drwxr-xr-x  2 ntp    ntp       40 Dec  6  2013 ntp
-rwxrwxrwx  1 root    root        0 Nov 19 17:24 openvpnserver.log
drwxr-xr-x  2 root    root     160 Jun 11 18:10 rrd
drwxr-xr-x  2 squid  squid     60 Dec  6  2013 squid
drwxr-xr-x  2 root    root     40 Jan 30  2014 time
drwxr-xr-x  3 root    root     100 Dec  6  2013 traffic
-rw-r--r--  1 root    root        0 Nov 19 17:30 traffic.log
-rw-r--r--  1 root    root        0 Jun 12 15:26 vpnaccountstatus
-rw-rw-r--  1 root    utmp        0 Nov 19 17:25 wttmp
-rw-rw-r--  1 root    utmp     36864 Nov  2 15:27 wttmp-20141101
-rw-rw-r--  1 root    utmp       20 Nov 12 16:22 wttmp-20141111.gz
-rw-rw-r--  1 root    utmp       0 Nov 12 16:22 wttmp-20141115
-rw-rw-r--  1 root    utmp       0 Nov 16 00:00 wttmp-20141115.gz
root@efive:/var/log # rm messages-20141101
```

Finally, you have to remove this log file by using the command "rm" (rm <filename>) as displayed above.

When it is done, double check the file has correctly been erased by using the command "ls -la" and try to restart the OpenVPN service from the webpage. It should work now.

Do not forget to deactivate the SSH Access when it is done.

eFive firmware will be improved to avoid this issue in the future.



Revision

Revision History

Revision Level	Date	Description
1.0	20/11/2014	Creation of document

Document build number: 47

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