

GWDG Cloud Server

My VM without a floating (public) IP has no access to the public network/internet.

Problem Description

If you have a VM without a floating (public) IP but cannot access the public network/internet, it could be due to the router in your project being in an error state.

First, log in to cloud.gwdg.de and select your project (dropdown at the top left).

Now, go to the "Network" > "Routers" menu and open the router's detailed view by clicking on its name. Then, select the "Interfaces" tab and note down the two IPs (10.254.1.1 is the gateway, 10.254.1.X is the router).

You can now check the following in your VM:

```
ping 8.8.8.8 # should not work
ping 10.254.1.1 # ping to the gateway should work
ping <router ip> # should work
```

Solution

If the check fails as described above, you can resolve the issue by restarting the router.

1. Go to cloud.gwdg.de and open the "Network" > "Routers" menu.
2. Click on the dropdown menu in the router's row on the right side and select "Edit Router."
3. Disable the "Enable Admin State" option and save the changes.
4. Wait for a few seconds.
5. Select "Edit Router" again to re-enable "Enable Admin State" and save these changes again.

After disabling and re-enabling "Enable Admin State," the router will be restarted. After a short time, you can repeat the test described in the problem description. The command "ping 8.8.8.8" should now work successfully, and the problem should be resolved.

If you continue to experience network connection issues, please contact cloud-support@gwdg.de.

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