

Exacq Remote Connection Failure Due to Incorrect Default Gateway Configuration

Description

Intermittent failure of Exacq system to connect to the Exacq Cloud “Switchboard” service (switchboard-prod.exacqiq.com). Logs show repeated connection failures to IP 20.7.223.48:443 with “No route to host” and DNS resolution issues.

Issue was traced to incorrect NIC default gateway configuration on the Exacq server, preventing proper outbound routing despite apparent internet connectivity.

Product

- exacqVision Server

Steps to Reproduce

1. Configure an Exacq server with multiple NICs.
2. Set the default gateway on a NIC to its own IP address (e.g. 192.168.1.100).
3. Attempt to connect to Exacq Cloud / Switchboard services.
4. Observe connection failures when resolving or routing to switchboard-prod.exacqiq.com.

Expected Results

- DNS successfully resolves switchboard-prod.exacqiq.com.
- The system can route traffic to 20.7.223.48:443.
- Exacq successfully connects to the remote Switchboard service.
- Remote access and cloud services operate normally.

Actual Results

- DNS resolution intermittently fails.
- Network commands (curl, ping, tracepath) indicate “No route to host”.
- Logs show:
 - RemotePI Verbose SBS: connect failed 14 - failed to connect to all addresses
 - Last error: UNKNOWN: ipv4:20.7.223.48:443: No route to host
- System attempts to ARP for public IPs on the local LAN due to incorrect routing.

- Remote connections are unavailable on affected devices.

Solution

- Identify the NIC with an incorrectly configured default gateway.
- Remove the default gateway set to the device's own IP address (e.g. 192.168.1.100).
- Ensure only the correct network interface has a valid gateway for outbound traffic.
- Verify connectivity using:
 - `getent hosts switchboard-prod.exacq.com`
 - `ip route get 20.7.223.48`
 - `ping -c 3 20.7.223.48`
 - `tracert 20.7.223.48`
- Confirm Exacq reconnects to Switchboard successfully.