

Troubleshoot StarOS DNS Client Errors

Contents

[Introduction](#)

[Problem](#)

[Sample DNS Client related Syslog messages from StarOS](#)

[Solution](#)

[Related Information](#)

Introduction

This document describes the details of the Domain Name System (DNS) failure codes that are printed in the Syslogs when the DNS-Client feature is enabled on StarOS.

Problem

StarOS DNS Client prints Syslog messages with fail-reason codes when it encounters issues with the DNS queries. These Syslog messages mostly contain response error-codes. Understanding these error-codes can help you troubleshoot the DNS issues.

Sample DNS Client related Syslog messages from StarOS

Here are a few sample Syslog messages that show various fail-reason codes.

```
[diameter-dns 92604 error] [3/1/44451 <diamproxy:20> er_dns_client.c:2938] [software internal security system syslog] Diameter DNS : response received with failreason : 4. Query : servername.dcca.example.com
```

```
[diameter-dns 92604 error] [3/1/44451 <diamproxy:49> er_dns_client.c:2938] [software internal security system syslog] Diameter DNS : response received with failreason : 11. Query : servername.dcca.example.com
```

```
[diameter-dns 92604 error] [3/1/44451 <diamproxy:31> er_dns_client.c:2938] [software internal security system syslog] Diameter DNS : response received with failreason : 12. Query : servername.dcca.example.com
```

Solution

This table provides an explanation of the fail-reason code that can be used to narrow down the problem and troubleshoot the issue further. Usually, the Syslog message states whether the failure is related to a message received or an internal issue with the DNS Client.

| Fail-Reason Code | Details |
|------------------|-----------------------------------------------|
| 1 | No relevant answer for the record type |
| 2 | Unable to interpret the request. Format Error |
| 3 | Server internal failure |

| | |
|-----|-----------------------------------------|
| 4 | DNS record does not exist |
| 5 | Opcode not supported |
| 6 | Server refused to perform the operation |
| 11 | Connection Refused |
| 12 | DNS query timed out |
| 128 | DNS query depth exceeded |

Note: The StarOS Fail-Reason codes are different from the DNS Response RCODE values listed in RFC-6895

Related Information

- [Cisco PGW Configuration Guide](#)