

## Unresponsive Job Queue Manager – DNS Lookup

### Symptoms

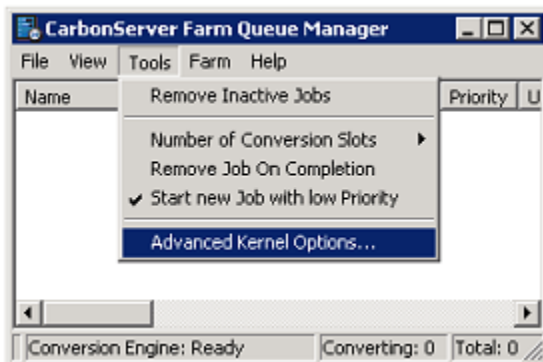
The Job Queue Manager seems unresponsive when sending jobs to agents.

### Description

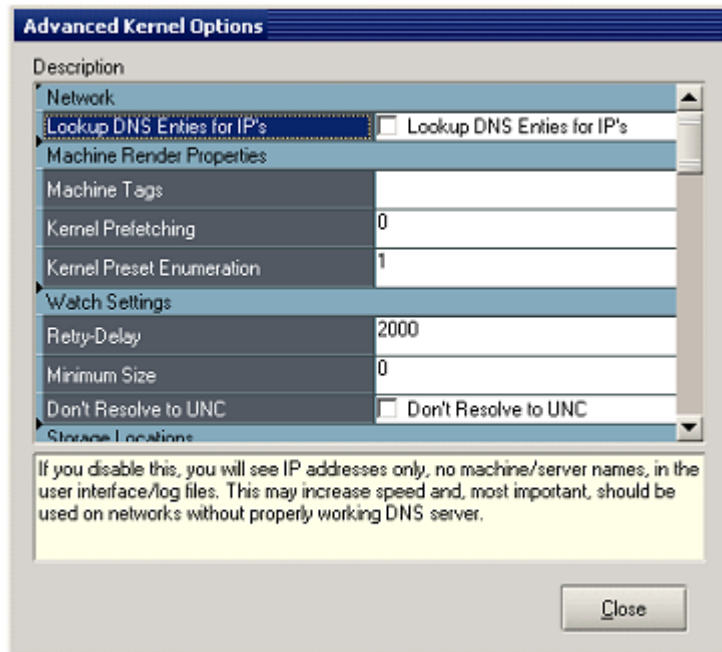
Usually Carbon Server and Carbon Agent machines are configured to run on a separate TCP/IP subnet. When a Carbon Agent machine starts, it looks for a Carbon Server machine, and sends it's own IP address to the Carbon Server machine. The Carbon Server machine then tries to find the name of the Carbon Agent machine by using a DNS reverse lookup, matching a machine name to an IP address. When there is no DNS server on that subnet, those DNS requests from the Carbon Server machine will timeout only after a number of seconds has passed (this time is installation dependent, check with your network administrators). If you have more than one agent, this can cause a significant delay every time jobs change status in the Job Queue Manager screen, and the Job Queue Manager application will seem to be very unresponsive. To work around this issue, try the following.

### Instructions

1. On the Carbon Server machine, open the "Job Queue Manager" application by double-clicking on the desktop icon.
2. Go to the "Tools > Advanced Kernel Options" menu.



3. Disable the reverse DNS lookup for client IP addresses by un-checking the "Lookup DNS entries for IP's" option.



4. You will now have to restart the Nexus service, please see that section for more details on how to perform a service restart.