

# BSRADM times out during os operations

## Problem

When utilizing online operations of bsradm utility it times out.

### bsradm os check

```
# bsradm os check
receive time out
```

## Solution

1. Make sure BrickStor appliance is able to resolve DNS host name [api.myracktop.com](http://api.myracktop.com)

```
# nslookup api.myracktop.com
Server:          192.168.1.1
Address:         192.168.1.1#53
Non-authoritative answer:
Name:   api.myracktop.com
Address: 159.54.56.101
```

In the event this test fails verify DNS resolvers are properly configured or add a static entry for [api.myracktop.com](http://api.myracktop.com)

2. Make sure BrickStor appliance is able to reach [api.myracktop.com](http://api.myracktop.com) on TCP port 443

```
# telnet api.myracktop.com 443
Trying 159.54.56.101...
Connected to api.myracktop.com.
Escape character is '^]'.

```

3. Verify BrickStorOS is properly licensed and running on Racktop manufactured hardware

```
# myrackadm lic show
Key0: 0000-0000-0000-0000-0000-0000-0000-0000-0000
ProductId0: Brickstor
Quantity10: 0
Quantity20: 0
```

4. Verify the following services are running: bsrupdated, rthwinfod

```
# svcs bsrupdated rthwinfod
STATE          STIME      FMRI
online         Apr_04    svc:/racktop/bsrupdated:default
online         Apr_04    svc:/racktop/rthwinfod:default
```

