

Foreman - Support #10506

ERF12-2749 error when trying to get puppet classes

05/14/2015 01:37 AM - Sameer Syed

Status:	Resolved	
Priority:	High	
Assignee:		
Category:	Proxy gateway	
Target version:		
Triaged:		Found in Releases: 1.8.0
Fixed in Releases:		

Description

I am running a foreman/katello host behind a squid proxy, I get a ERF12-2749 error when I either try to import puppet classes by clicking the "Import from <fqdn>" button on the "Puppet Classes" page or when I try to publish a content view. The warning/error I get is (sanitized):

Warning!

ERF12-2749 [ProxyAPI::ProxyException]: Unable to get environments from Puppet ([RestClient::NotAcceptable]: 406 Not Acceptable) for proxy <https://www.example.com:9090/puppet>

Full trace:

ProxyAPI::ProxyException

ERF12-2749 [ProxyAPI::ProxyException]: Unable to get environments from Puppet ([RestClient::NotAcceptable]: 406 Not Acceptable) for proxy <https://www.example.com:9090/puppet>

```
lib/proxy_api/puppet.rb:11:in `rescue in environments'  
lib/proxy_api/puppet.rb:9:in `environments'  
app/services/puppet_class_importer.rb:131:in `actual_environments'  
app/services/puppet_class_importer.rb:23:in `changes'  
app/controllers/concerns/foreman/controller/environments.rb:11:in `import_environments'  
app/controllers/concerns/application_shared.rb:13:in `set_timezone'  
app/models/concerns/foreman/thread_session.rb:32:in `clear_thread'  
lib/middleware/catch_json_parse_errors.rb:9:in `call'
```

I have setup a different host outside the proxy and everything seems to work there. This tells me that somehow the requests are going to the squid proxy, please advise how to address this issue.

History

#1 - 05/14/2015 03:31 AM - Dominic Cleal

Please check `/var/log/foreman-proxy/proxy.log` for the reason behind the 406 response.

#2 - 05/14/2015 05:31 PM - Sameer Syed

Dominic Cleal wrote:

Please check `/var/log/foreman-proxy/proxy.log` for the reason behind the 406 response.

I had already checked that, I should have provided the error from that too. I see the following error in the proxy.log:

```
E, [2015-05-14T21:26:22.908210 #20720] ERROR -- : Failed to list puppet environments: Cannot find puppet_ssl_ca file  
/var/lib/puppet/ssl/certs/ca.pem  
xx.xx.xx.xx - - [14/May/2015 21:26:22] "GET /environments HTTP/1.1" 406 99 0.0985
```

#3 - 05/14/2015 05:34 PM - Sameer Syed

Sameer Syed wrote:

Dominic Cleal wrote:

Please check `/var/log/foreman-proxy/proxy.log` for the reason behind the 406 response.

I had already checked that, I should have provided the error from that too. I see the following error in the proxy.log:

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xx.xx.xx.xx - - [14/May/2015 21:26:22] "GET /environments HTTP/1.1" 406 99 0.0985
```

```
ll /var/lib/puppet/ssl/certs/ca.pem
rw-r--r-- 1 puppet puppet 2.0K May 13 07:50 /var/lib/puppet/ssl/certs/ca.pem
```

#4 - 05/18/2015 03:45 AM - Dominic Cleal

- Status changed from New to Feedback

Can you also add: `ls -ld /var/lib /var/lib/puppet /var/lib/puppet/ssl`

It's likely one of the parent directories has a restrictive permission when it should permit group +x.

#5 - 05/18/2015 02:21 PM - Sameer Syed

Dominic Cleal wrote:

Can you also add: `ls -ld /var/lib /var/lib/puppet /var/lib/puppet/ssl`

It's likely one of the parent directories has a restrictive permission when it should permit group +x.

Verified that the permissions on all dir have group +x:

```
namei m /var/lib/puppet/ssl/certs
f: /var/lib/puppet/ssl/certs
dr-xr-xr-x /
drwxr-xr-x var
drwxr-xr-x lib
drwxr-x-- puppet
drwxrwx--x ssl
drwxr-xr-x certs
```

```
[18:16]:ls -ld /var/lib /var/lib/puppet /var/lib/puppet/ssl
drwxr-xr-x 41 root root 4096 May 13 07:47 /var/lib/
drwxr-x-- 17 puppet puppet 4096 May 13 08:21 /var/lib/puppet/
drwxrwx--x 8 puppet puppet 4096 May 13 07:50 /var/lib/puppet/ssl/
```

and selinux is disabled:

```
[18:16]:sestatus
SELinux status: disabled
```

#6 - 05/19/2015 04:50 AM - Dominic Cleal

Is foreman-proxy in the puppet group? (`usermod -aG puppet foreman-proxy`)

Also try "`sudo -u foreman-proxy cat /var/lib/puppet/ssl/certs/ca.pem`"

#7 - 05/19/2015 02:25 PM - Sameer Syed

Dominic Cleal wrote:

Is foreman-proxy in the puppet group? (`usermod -aG puppet foreman-proxy`)

Also try "`sudo -u foreman-proxy cat /var/lib/puppet/ssl/certs/ca.pem`"

Thank you Dominic, that has resolved my issue. The puppet user in on a central auth system in my environment, which was preventing proper creation of users and group locally.

#8 - 05/17/2017 10:29 AM - Anonymous

- Status changed from Feedback to Resolved