Smart Proxy - Support #19261

unexpected token JSON parse error when reading Puppet environment

04/12/2017 03:34 PM - Iain Buclaw

Status:	Closed		
Priority:	Normal		
Assignee:			
Category:	Puppet		
Target version:			
Triaged:		**Found in Releases:**	
Fixed in Releases:			

Description

From web UI:

Error: ERF12-4115 [ProxyAPI::ProxyException]: Unable to get classes from Puppet for production ([RestClient::NotAcceptable]: 406 Not Acceptable) for proxy https://eu-40.sociomantic.com:8443/puppet

From proxy logs:

E, [2017-04-12T19:27:15.695451] ERROR -- : Failed to show puppet classes: 795: unexpected token at '�
��line�file�Y/etc/puppetlabs/code/environments/production/modules...'

There's more in the string, but it's all encoded in this manner, so I cannot see where "795" (line? character?) is supposed to be. But it for sure looks like a JSON parser error.

History

#1 - 04/12/2017 03:49 PM - Iain Buclaw

Iain Buclaw wrote:

> From proxy logs:
>
> E, [2017-04-12T19:27:15.695451] ERROR -- : Failed to show puppet classes: 795: unexpected token at '�
> ��line�file�Y/etc/puppetlabs/code/environments/production/modules...'

I've just noticed this a little earlier in the day in the same proxy log.

D, [2017-04-12T13:49:09.812987] DEBUG -- : signed puppet certificate for newhost
I, [2017-04-12T13:49:09.813669] INFO -- : 2a01:4f8:160:442f::2 - - [12/Apr/2017:13:49:09 +0000] "POST /puppet/ca/newhost HTTP/1.1" 200 - 1.2936

D, [2017-04-12T13:49:09.814577] DEBUG -- : close: 1234:123:123:1234::2:60380
D, [2017-04-12T13:49:10.258590] DEBUG -- : accept: 1234:123:123:1234::2:60382
D, [2017-04-12T13:49:10.261276] DEBUG -- : Rack::Handler::WEBrick is invoked.
D, [2017-04-12T13:49:10.261670] DEBUG -- : verifying remote client 1234:123:123:1234::2 against trusted_hosts ["foreman"]
E, [2017-04-12T13:49:10.263716] ERROR -- : "\xDC" from ASCII-8BIT to UTF-8
D, [2017-04-12T13:49:10.263744] DEBUG -- : "\xDC" from ASCII-8BIT to UTF-8 (Encoding::UndefinedConversionError)

#2 - 04/12/2017 03:52 PM - Iain Buclaw

Iain Buclaw wrote:

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>
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>>
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D, [2017-04-12T13:49:10.263744] DEBUG -- : "\xDC" from ASCII-8BIT to UTF-8 (Encoding::UndefinedConversionError)

Sadly, deleting the host does not fix the problem

#3 - 04/13/2017 03:15 AM - Dominic Cleal

- Project changed from Foreman to Smart Proxy

- Subject changed from [JSON::ParserError] Error: ERF12-4115 [ProxyAPI::ProxyException]: Unable to get classes from Puppet for production to unexpected token JSON parse error when reading Puppet environment

- Category set to Puppet

Which version of Puppet is the server running? If 4.4 or higher, it would be useful to see the original JSON by calling the Puppet Server's environment_classes API, else if 4.0-4.3, the resource_types API.

#4 - 04/13/2017 06:07 AM - Anonymous

Also, which versions of smart-proxy and ruby are you using?

#5 - 04/13/2017 09:32 AM - Iain Buclaw

Dominic Cleal wrote:

> Which version of Puppet is the server running? If 4.4 or higher, it would be useful to see the original JSON by calling the Puppet Server's environment_classes API, else if 4.0-4.3, the resource_types API.

1. puppet --version
   4.10.0

#6 - 04/13/2017 09:35 AM - Iain Buclaw

Dmitri Dolguikh wrote:

> Also, which versions of smart-proxy and ruby are you using?

Using Foreman-proxy 1.14.3

1. ruby --version
   ruby 2.3.1p112 (2016-04-26) [x86_64-linux-gnu]

#7 - 04/13/2017 12:57 PM - Anonymous

Any chance you could call puppet api directly using curl or something similar? The url you need is
https://puppet.host:8140/puppet/v3/environment_classes?environment=environment_name".

#8 - 04/13/2017 01:10 PM - Iain Buclaw

Dmitri Dolguikh wrote:

> Any chance you could call puppet api directly using curl or something similar? The url you need is
> https://puppet.host:8140/puppet/v3/environment_classes?environment=environment_name".

Yes, the outputted JSON is over 300k characters long, so I'll refrain from posting here, but at least I have something to debug locally. I'll let you know if I find the trouble spot.

#9 - 09/18/2017 07:35 PM - Anonymous

- Tracker changed from Bug to Support

- Status changed from New to Closed

This appears to be an issue with one of the puppet classes, not puppet or smart-proxy themselves. I'm closing the issue, please re-open or create a new should you see it again.