

## Smart Proxy - Support #19451

### ERF12-4115: Unable to get classes/enviornments from Puppet

05/03/2017 11:49 AM - Bhanu Prasad Ganguru

<b>Status:</b> Resolved	
<b>Priority:</b> Normal	
<b>Assignee:</b>	
<b>Category:</b> Puppet	
<b>Target version:</b>	
<b>Triaged:</b>	<b>Found in Releases:</b>
<b>Fixed in Releases:</b>	
<b>Description</b>	
<p>Hi,</p> <p>foreman unable to get classes/environments from puppet</p> <p>Errors from API: ([RestClient::NotAcceptable]: 406 Not Acceptable) for proxy https:puppetmaster03.rc.hms.harvard.edu:8443/puppet</p> <p>Proxy logs: D, [2017-05-03T11:44:18.513699 ] DEBUG -- : Rack::Handler::WEBrick is invoked. D, [2017-05-03T11:44:18.514351 ] DEBUG -- : verifying remote client 10.120.6.116 against trusted_hosts ["foreman.rc.hms.harvard.edu"] W, [2017-05-03T11:44:18.515102 ] WARN -- : Puppet server classes cache is disabled, classes retrieval can be slow. E, [2017-05-03T11:44:23.588706 ] ERROR -- : Error while retrieving puppet classes for 'production' environment D, [2017-05-03T11:44:23.588787 ] DEBUG -- : 403 Forbidden request: /puppet/v3/environment_classes (method :get). Please see the server logs for details. (Proxy::Error::HttpError) /usr/share/foreman-proxy/modules/puppet_proxy_puppet_api/v3_api_request.rb:26:in `list_classes' /usr/share/foreman-proxy/modules/puppet_proxy_puppet_api/v3_environment_classes_api_classes_retriever.rb:81:in `block in async_get_classes' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/safe_task_executor.rb:24:in `call' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/safe_task_executor.rb:24:in `block in execute' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/synchronization/mri_lockable_object.rb:38:in `block in synchronize' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/synchronization/mri_lockable_object.rb:38:in `synchronize' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/synchronization/mri_lockable_object.rb:38:in `synchronize' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/safe_task_executor.rb:19:in `execute' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/promise.rb:526:in `block in realize' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:333:in `call' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:333:in `run_task' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:322:in `block (3 levels) in create_worker' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:305:in `loop' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:305:in `block (2 levels) in create_worker' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:304:in `catch' /usr/share/gems/gems/concurrent-ruby-1.0.0/lib/concurrent/executor/ruby_thread_pool_executor.rb:304:in `block in create_worker' E, [2017-05-03T11:44:23.589320 ] ERROR -- : Failed to show puppet classes: 403 Forbidden request: /puppet/v3/environment_classes (method :get). Please see the server logs for details. D, [2017-05-03T11:44:23.589413 ] DEBUG -- : Failed to show puppet classes: 403 Forbidden request: /puppet/v3/environment_classes (method :get). Please see the server logs for details. I, [2017-05-03T11:44:23.589685 ] INFO -- : 10.120.6.116 - - [03/May/2017:11:44:23 -0400] "GET /puppet/environments/production/classes HTTP/1.1" 406 139 5.0755</p> <p>Thanks for you help</p> <p>Bhanu</p>	

#### History

#1 - 05/03/2017 12:21 PM - Anonymous

- Category set to Puppet

Please check puppet server log. You probably need to relax access controls on /v3/environment\_classes resource. Please see [https://docs.puppet.com/puppet/4.10/config\\_file\\_auth.html](https://docs.puppet.com/puppet/4.10/config_file_auth.html) or [https://docs.puppet.com/puppetserver/2.7/config\\_file\\_auth.html](https://docs.puppet.com/puppetserver/2.7/config_file_auth.html) for details.

Also, please prefer the mailing list or IRC channel for support queries, see <https://theforeman.org/support.html> for details.

**#2 - 05/04/2017 12:05 PM - Bhanu Prasad Ganguru**

Thanks dmitri  
That solved the issue

You can resolve this ticket

**#3 - 05/04/2017 12:05 PM - Bhanu Prasad Ganguru**

- *Status changed from New to Resolved*