

Katello - Bug #24641

subscription-manager register fails

08/16/2018 02:11 PM - Martin Angermeier

Status: Needs design	
Priority: Normal	
Assignee: Andrew Kofink	
Category: Subscriptions	
Target version:	
Difficulty:	Fixed in Releases:
Triaged: Yes	Found in Releases: Katello 3.6.0
Bugzilla link:	Red Hat JIRA:
Pull request:	
Description	
Hi everybody,	
we use Foreman 1.17 with Katello 3.6.0.	
As you can see in the screenshot, we got RHEL 7.4 as installed product and RHEL 7.3 as os. If we try to unregister and re-register with subscription-manager unregister && subscription-manager remove --all && subscription-manager clean and subscription-manager register --org="ORG" --activationkey="KEY", we got the following error:	
"Required lock is already taken by other running tasks. Please inspect their state, fix their errors and resume them.	
Required lock: update Conflicts with tasks: - https://FOREMAN_HOST/foreman_tasks/tasks/236fcfd3-2642-4201-bf82-83172ab52757 "	
Inspecting the task it has the state "stopped" and result "warning" including the following message:	
Runtime Error com.fasterxml.jackson.databind.JsonMappingException: (was java.lang.NullPointerException) (through reference chain: org.candlepin.model.Consumer["installedProducts"]->java.util.HashSet[1]) at org.candlepin.model.ConsumerInstalledProduct.equals:200	
Maybe there is a connection between the os version and the product?	
Regards, Martin Angermeier	

History

#1 - 08/17/2018 07:29 AM - Martin Angermeier

- File *host_os_vs_product.PNG* added

EDIT: Added missing screenshot

#2 - 08/22/2018 08:14 AM - Martin Angermeier

- Subject changed from *subscription-manager register fails when os version differs from installed product* to *subscription-manager register fails*

Update: This issue affects new hosts too

It seems that subscription-manager refresh creates the "Update Host" Task in Foreman, this task fails with the above error message but the refresh doesn't recognize that the task has stopped.

#3 - 08/22/2018 08:29 AM - Martin Angermeier

- File *Capture.PNG* added

It's getting weird because the error changed for a different host.

Screenshot attached.

#4 - 08/22/2018 06:04 PM - Andrew Kofink

- Status changed from New to Need more information

Could you please reproduce this error and generate/upload a foreman-debug?

#5 - 08/24/2018 08:24 AM - Martin Angermeier

Foreman-debug is in progress with option -u

Investigating further we recognized that this problem occurs only on RHEL machines, CentOS is working.

#6 - 08/24/2018 08:41 AM - Martin Angermeier

Edit: rsync failed with "Network is unreachable". As the log is rather large (77MB compressed) and I don't know if it is a good idea to upload this log here, is there an other option?

#7 - 08/28/2018 06:38 AM - Martin Angermeier

That's the error log from candlepin, as I mentioned before this happens only to RHEL servers, not CentOS:

```
2018-08-28 08:35:56,573 [thread=http-bio-8443-exec-4] [req=7d12fd84-9a2c-4249-8585-789e3d6b16b4, org=, csid=3c90e344] ERROR
org.candlepin.common.exceptions.mappers.CandlepinExceptionHandler - Runtime Error com.fasterxml.jackson.databind.JsonMappingException:
(was java.lang.NullPointerException) (through reference chain: org.candlepin.model.Consumer["installedProducts"]->java.util.HashSet[1]) at
org.candlepin.model.ConsumerInstalledProduct.equals:200
org.jboss.resteasy.spi.ReaderException: com.fasterxml.jackson.databind.JsonMappingException: (was java.lang.NullPointerException) (through
reference chain: org.candlepin.model.Consumer["installedProducts"]->java.util.HashSet[1])
at org.jboss.resteasy.core.MessageBodyParameterInjector.inject(MessageBodyParameterInjector.java:183) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.MethodInjectorImpl.injectArguments(MethodInjectorImpl.java:89) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.candlepin.resteasy.filter.VerifyAuthorizationFilter.getArguments(VerifyAuthorizationFilter.java:123) ~[VerifyAuthorizationFilter.class:na]
at org.candlepin.resteasy.filter.VerifyAuthorizationFilter.runFilter(VerifyAuthorizationFilter.java:93) ~[VerifyAuthorizationFilter.class:na]
at org.candlepin.resteasy.filter.AbstractAuthorizationFilter.filter(AbstractAuthorizationFilter.java:56) ~[AbstractAuthorizationFilter.class:na]
at org.jboss.resteasy.core.ResourceMethodInvoker.invokeOnTarget(ResourceMethodInvoker.java:264) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.ResourceMethodInvoker.invoke(ResourceMethodInvoker.java:250) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.ResourceMethodInvoker.invoke(ResourceMethodInvoker.java:237) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.SynchronousDispatcher.invoke(SynchronousDispatcher.java:356) [resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.SynchronousDispatcher.invoke(SynchronousDispatcher.java:179) [resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.plugins.server.servlet.ServletContainerDispatcher.service(ServletContainerDispatcher.java:220)
[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.plugins.server.servlet.HttpServletDispatcher.service(HttpServletDispatcher.java:56) [resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.plugins.server.servlet.HttpServletDispatcher.service(HttpServletDispatcher.java:51) [resteasy-jaxrs-3.0.10.Final.jar:na]
at javax.servlet.http.HttpServlet.service(HttpServlet.java:731) [tomcat-servlet-3.0-api.jar:na]
at com.google.inject.servlet.ServletDefinition.doService(ServletDefinition.java:263) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.ServletDefinition.service(ServletDefinition.java:178) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.ManagedServletPipeline.service(ManagedServletPipeline.java:91) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:62) [guice-servlet-3.0.jar:na]
at org.candlepin.servlet.filter.EventFilter.doFilter(EventFilter.java:61) [EventFilter.class:na]
at com.google.inject.servlet.FilterDefinition.doFilter(FilterDefinition.java:163) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:58) [guice-servlet-3.0.jar:na]
at org.candlepin.servlet.filter.ContentTypeHackFilter.doFilter(ContentTypeHackFilter.java:58) [ContentTypeHackFilter.class:na]
at com.google.inject.servlet.FilterDefinition.doFilter(FilterDefinition.java:163) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:58) [guice-servlet-3.0.jar:na]
at org.candlepin.common.filter.LoggingFilter.doFilter(LoggingFilter.java:112) [candlepin-common-2.0.3.jar:na]
at com.google.inject.servlet.FilterDefinition.doFilter(FilterDefinition.java:163) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:58) [guice-servlet-3.0.jar:na]
at org.candlepin.servlet.filter.CandlepinPersistFilter.doFilter(CandlepinPersistFilter.java:48) [CandlepinPersistFilter.class:na]
at com.google.inject.servlet.FilterDefinition.doFilter(FilterDefinition.java:163) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:58) [guice-servlet-3.0.jar:na]
at org.candlepin.servlet.filter.CandlepinScopeFilter.doFilter(CandlepinScopeFilter.java:68) [CandlepinScopeFilter.class:na]
at com.google.inject.servlet.FilterDefinition.doFilter(FilterDefinition.java:163) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.FilterChainInvocation.doFilter(FilterChainInvocation.java:58) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.ManagedFilterPipeline.dispatch(ManagedFilterPipeline.java:118) [guice-servlet-3.0.jar:na]
at com.google.inject.servlet.GuiceFilter.doFilter(GuiceFilter.java:113) [guice-servlet-3.0.jar:na]
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241) [catalina.jar:7.0.76]
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208) [catalina.jar:7.0.76]
at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:218) [catalina.jar:7.0.76]
at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:110) [catalina.jar:7.0.76]
at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:506) [catalina.jar:7.0.76]
at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:169) [catalina.jar:7.0.76]
at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103) [catalina.jar:7.0.76]
at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116) [catalina.jar:7.0.76]
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at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:445) [catalina.jar:7.0.76]
at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1087) [tomcat-coyote.jar:7.0.76]
at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:637) [tomcat-coyote.jar:7.0.76]
at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:316) [tomcat-coyote.jar:7.0.76]
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149) [na:1.8.0_171]
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624) [na:1.8.0_171]
at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61) [tomcat-coyote.jar:7.0.76]
at java.lang.Thread.run(Thread.java:748) [na:1.8.0_171]
Caused by: com.fasterxml.jackson.databind.JsonMappingException: (was java.lang.NullPointerException) (through reference chain:
org.candlepin.model.Consumer["installedProducts"]->java.util.HashSet[1])
at com.fasterxml.jackson.databind.JsonMappingException.wrapWithPath(JsonMappingException.java:210) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.JsonMappingException.wrapWithPath(JsonMappingException.java:189) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.std.CollectionDeserializer.deserialize(CollectionDeserializer.java:249) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.std.CollectionDeserializer.deserialize(CollectionDeserializer.java:206) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.std.CollectionDeserializer.deserialize(CollectionDeserializer.java:25) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.SettableBeanProperty.deserialize(SettableBeanProperty.java:538) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.impl.MethodProperty.deserializeAndSet(MethodProperty.java:99) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.BeanDeserializer.vanillaDeserialize(BeanDeserializer.java:238) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.deser.BeanDeserializer.deserialize(BeanDeserializer.java:118) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.ObjectReader._bind(ObjectReader.java:1232) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.databind.ObjectReader.readValue(ObjectReader.java:676) ~[jackson-databind-2.4.5.jar:2.4.5]
at com.fasterxml.jackson.jaxrs.base.ProviderBase.readFrom(ProviderBase.java:808) ~[jackson-jaxrs-base-2.4.5.jar:2.4.5]
at org.jboss.resteasy.core.interception.AbstractReaderInterceptorContext.readFrom(AbstractReaderInterceptorContext.java:59)
~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.interception.ServerReaderInterceptorContext.readFrom(ServerReaderInterceptorContext.java:62)
~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.interception.AbstractReaderInterceptorContext.proceed(AbstractReaderInterceptorContext.java:51)
~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.plugins.interceptors.encoding.GZIPDecodingInterceptor.aroundReadFrom(GZIPDecodingInterceptor.java:59)
~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.interception.AbstractReaderInterceptorContext.proceed(AbstractReaderInterceptorContext.java:53)
~[resteasy-jaxrs-3.0.10.Final.jar:na]
at org.jboss.resteasy.core.MessageBodyParameterInjector.inject(MessageBodyParameterInjector.java:150) ~[resteasy-jaxrs-3.0.10.Final.jar:na]
... 50 common frames omitted
Caused by: java.lang.NullPointerException: null
at org.candlepin.model.ConsumerInstalledProduct.equals(ConsumerInstalledProduct.java:200) ~[ConsumerInstalledProduct.class:na]
at java.util.HashMap.putVal(HashMap.java:635) ~[na:1.8.0_171]
at java.util.HashMap.put(HashMap.java:612) ~[na:1.8.0_171]
at java.util.HashSet.add(HashSet.java:220) ~[na:1.8.0_171]
at com.fasterxml.jackson.databind.deser.std.CollectionDeserializer.deserialize(CollectionDeserializer.java:239) ~[jackson-databind-2.4.5.jar:2.4.5]
... 65 common frames omitted
2018-08-28 08:35:56,573 [thread=http-bio-8443-exec-4] [req=7d12fd84-9a2c-4249-8585-789e3d6b16b4, org=, csid=3c90e344] WARN
org.candlepin.audit.EventSinkImpl - Rolling back hornetq transaction.

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#8 - 08/29/2018 05:46 PM - John Mitsch

- Category set to Subscriptions
- Status changed from Need more information to Needs design
- Assignee set to Andrew Kofink
- Team Backlog Brad added

#9 - 09/12/2018 05:40 PM - Jonathon Turel

- Triaged changed from No to Yes

Files

host_os_vs_product.PNG	12 KB	08/17/2018	Martin Angermeier
Capture.PNG	18.6 KB	08/22/2018	Martin Angermeier