Foreman - Bug #31307

Can not modify associated hosts if connection to vCenter is down

11/12/2020 09:59 AM - Ondřej Ezr

Status:	Closed			
Priority:	Normal			
Assignee:	Bernhard Suttner			
Category:	Compute resources - VMware			
Target version:	2.5.1			
Difficulty:		**Fixed in Releases:**	2.5.1, 3.0.0	
Triaged:	No	**Found in Releases:**		
Bugzilla link:	1858923	**Red Hat JIRA:**		
Pull request:	https://github.com/theforeman/foreman/pull/8520, https://github.com/theforeman/foreman/pull/8616			

Description

Cloned from https://bugzilla.redhat.com/show_bug.cgi?id=1858923

Description of problem:

Unable to set or change any release version\content-view\LCE , if the content host is associated with VMware compute-resource and connection to vCenter from satellite server is down.

Version-Release number of selected component (if applicable):
Foreman 2.0 [older versions as well]

How reproducible:
Always

Steps to Reproduce:
1. Configure VMware compute resource.
2. Build a host from satellite using the compute resource.
3. Use following command to block the connection from satellite to vCenter.   # iptables -I OUTPUT -d vcenter.example.com -j DROP

4. Try to set or change the release version\CV\LCE of the host.

Actual results:

- It will wait for some time and then throw following error in GUI.
  ~
  An error occurred saving the Content Host: Failed to find compute attributes, please check if VM test-rhel7.example.com was deleted

  ~

- It will log following details in production.log at the same time.
  ~~
  2020-07-20T22:54:33 [I|app|ad7b7494] Started PUT "/api/v2/hosts/24" for 10.74.9.157 at 2020-07-20 22:54:33 +0530
  2020-07-20T22:54:33 [I|app|ad7b7494] Processing by Api::V2::HostsController#update as JSON
  2020-07-20T22:54:33 [I|app|ad7b7494]   Parameters: {"id"=>"24", "host"=>{"subscription_facet_attributes"=>{"id"=>19, "autoheal"=>true, "purpose_role"=>"", "purpose_usage"=>"", "service_level"=>"", "release_version"=>"7Server"}}, "apiv"=>"v2"}
  2020-07-20T22:55:06 [W|app|22f93f5a] Action failed
  2020-07-20T22:55:06 [I|app|22f93f5a] Deface: [WARNING] No :original defined for 'change 500 page content', you should change its definition to include:
  :original => '35d2b4f7aac0c083740c6de6775473457e9ae9d8'
  2020-07-20T22:55:06 [I|app|22f93f5a]   Rendering common/500.html.erb
  2020-07-20T22:55:06 [I|app|22f93f5a]   Rendered common/500.html.erb (5.4ms)
  2020-07-20T22:55:06 [I|app|22f93f5a] Completed 500 Internal Server Error in 60039ms (Views: 19.5ms | ActiveRecord: 3.2ms)
  2020-07-20T22:55:20 [I|app|1c9b8bb8] Started GET "/notification_recipients" for 10.74.9.157 at 2020-07-20 22:55:20 +0530

2020-07-20T22:55:20 [I|app|1c9b8bb8] Processing by NotificationRecipientsController#index as JSON
2020-07-20T22:55:20 [I|app|1c9b8bb8] Completed 200 OK in 12ms (Views: 0.1ms | ActiveRecord: 2.7ms)
2020-07-20T22:55:34 [I|app|ad7b7494] Adding Compute instance for test-rhel7.example.com
2020-07-20T22:55:34 [W|app|ad7b7494] Failed to find compute attributes, please check if VM test-rhel7.example.com was deleted
2020-07-20T22:55:34 [W|app|ad7b7494] Rolling back due to a problem: [#<Orchestration::Task:0x00007f479fe84a48 @name="Set up compute instance test-rhel7.example.com", @id="Set up compute instance test-rhel7.example.com", @status="failed", @priority=3, @action=[#<Host::Managed id: 24, name: "test-rhel7.example.com", last_compile: "2020-07-19 20:19:25", last_report: nil, updated_at: "2020-07-19 20:19:25", created_at: "2020-07-17 20:57:27", root_pass: "xXxXx", architecture_id: 1, operatingsystem_id: 4, environment_id: nil, ptable_id: 106, medium_id: nil, build: false, comment: "", disk: "", installed_at: "2020-07-19 17:24:08", model_id: 1, hostgroup_id: 1, owner_id: 4, owner_type: "User", enabled: true, puppet_ca_proxy_id: nil, managed: true, use_image: nil, image_file: nil, uuid: "some-uu-id-sss-xxxxxx", compute_resource_id: 1, puppet_proxy_id: nil, certname: nil, image_id: nil, organization_id: 1, location_id: 2, type: "Host::Managed", otp: nil, realm_id: nil, compute_profile_id: 4, provision_method: "build", grub_pass: "xXxXxX", discovery_rule_id: nil, global_status: 1, lookup_value_matcher: "fqdn=test-rhel7.example.com", pxe_loader: "PXELinux BIOS", initiated_at: "2020-07-19 17:18:22", build_errors: nil, openscap_proxy_id: nil>, :setCompute], @created=1595265934.121043, @timestamp=2020-07-20 17:25:34 UTC>]
2020-07-20T22:55:34 [I|app|ad7b7494] Processed 1 tasks from queue 'Host::Managed Main', completed 0/2
2020-07-20T22:55:34 [E|app|ad7b7494] Task 'Set up compute instance test-rhel7.example.com' **failed**
2020-07-20T22:55:34 [E|app|ad7b7494] Task 'Query instance details for test-rhel7.example.com' **canceled**
2020-07-20T22:55:34 [E|app|ad7b7494] Unprocessable entity Host::Managed (id: 24):
Failed to find compute attributes, please check if VM test-rhel7.example.com was deleted

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Expected results:

1. Satellite should allow changing\setting the values of content host, which are not related to compute resource e.g. release version.

2. Production.log should show more meaning full message rather than just showing "Completed 500 Internal Server Error".

Like
~
Unable to reach vcenter.example.com.

~
Additional info:
NA

Associated revisions

Revision 1278e53d - 05/12/2021 09:05 AM - Bernhard Suttner

Fixes #31307 - Improve compute network error messages

Previously, if the connection to the compute resource fails, the
following error message was shown.
Failed to find compute attributes, please check if VM 'xyz' was deleted.

Users are completely confused. With the following change nice error
messages are shown:

Reject:
Receiving vm data for host 'xyz.local' from used compute resource 'VMware' failed: 'Connection to compute resource refused'.

Unreachable:
Receiving vm data for host 'xyz.local' from used compute resource 'VMware' failed: 'Compute resource destination unreachable'.

Timeout:
Receiving vm data for host 'xyz.local' from used compute resource 'VMware' failed: 'Connection to compute resource timed out'.

History

#1 - 05/11/2021 10:19 AM - The Foreman Bot

- Status changed from New to Ready For Testing

- Assignee set to Bernhard Suttner

- Pull request https://github.com/theforeman/foreman/pull/8520 added

#2 - 05/12/2021 09:05 AM - The Foreman Bot

- Fixed in Releases 3.0.0 added

#3 - 05/12/2021 10:01 AM - Anonymous

- Status changed from Ready For Testing to Closed

Applied in changeset foreman|1278e53d444c01ed1c0b2ac82b3c757ed6a65d78.

#4 - 06/13/2021 01:16 PM - Tomer Brisker

- Subject changed from Can not modify associated hosts if connection to vCenter is down from the Satellite server.
to Can not modify associated hosts if connection to vCenter is down from the Satellite server.

- Target version set to 2.5.1

#5 - 06/23/2021 09:28 AM - Tomer Brisker

- Subject changed from Can not modify associated hosts if connection to vCenter is down from the Satellite server. to Can not modify associated hosts if connection to vCenter is down

#6 - 06/23/2021 09:52 AM - The Foreman Bot

- Pull request https://github.com/theforeman/foreman/pull/8616 added

#7 - 06/23/2021 12:25 PM - Tomer Brisker

- Fixed in Releases 2.5.1 added