

Foreman - Bug #36039

Forman webportal showing Katello::Errors::CandlepinNotRunning after fresh installation.

02/03/2023 06:16 AM - Krishna Verma

<div>Status:New</div> <div>Priority:Immediate</div> <div>Assignee:</div> <div>Category:</div> <div>Target version:</div> <div>Difficulty:</div> <div>Triaged:No</div> <div>Bugzilla link:</div> <div>Pull request:</div>	<div>Fixed in Releases:</div> <div>Found in Releases:</div> <div>Red Hat JIRA:</div>
<div>Description</div> <div>I have freshly installed foreman with Katello successfully. But when I am trying to open foreman web portal its given me the below error.</div> <div>Oops, we're sorry but something went wrong Katello::Errors::CandlepinNotRunning</div> <div><div>1. hammer -p example status</div><div>Version:3.5.1</div><div>API Version:v2</div><div>Database:</div><div>Status:ok</div><div>Server Response: Duration: 0ms</div><div>Plugins:</div><div>1) Name:foreman-tasks</div><div>Version: 7.1.1</div><div>2) Name:foreman_column_view</div><div>Version: 0.4.0</div><div>3) Name:foreman_default_hostgroup</div><div>Version: 7.0.0</div><div>4) Name:foreman_discovery</div><div>Version: 22.0.2</div><div>5) Name:foreman_remote_execution</div><div>Version: 8.2.0</div><div>6) Name:katello</div><div>Version: 4.7.1</div><div>Smart Proxies:</div><div>1) Name:sjprdsatapp01.example.com</div><div>Version: 3.5.1</div><div>Status:ok</div><div>Features:</div><div>1) Name:pulpcore</div><div>Version: 3.2.0</div><div>2) Name:logs</div><div>Version: 3.5.1</div><div>Compute Resources:</div></div> <div>candlepin:</div> <div>Status:FAIL</div> <div>Server Response: Message: 404 Not Found</div> <div>candlepin_auth:</div> <div>Status:FAIL</div> <div>Server Response: Message: Katello::Errors::CandlepinNotRunning</div> <div>candlepin_events:</div> <div>Status:FAIL</div> <div>message:Not running</div> <div>Server Response: Duration: 0ms</div> <div>katello_events:</div>	

Status: ok
message: 0 Processed, 0 Failed
Server Response: Duration: 0ms
pulp3:
Status: ok
Server Response: Duration: 455ms
pulp3_content:
Status: ok
Server Response: Duration: 62ms
foreman_tasks:
Status: ok
Server Response: Duration: 3ms

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1. foreman-maintain health check

Running ForemanMaintain::Scenario::FilteredScenario

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Check number of fact names in database: ^C [RUNNING]

[root@sjprdsatapp01 ~]# foreman-maintain health check

Running ForemanMaintain::Scenario::FilteredScenario

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Check number of fact names in database: [OK]

Check whether all services are running: [OK]

Check whether all services are running using the ping call: [FAIL]

Couldn't connect to the server: SSL_connect returned=1 errno=0 state=error: certificate verify failed (self signed certificate in certificate chain)

Continue with step [Restart applicable services]?, [y(yes), n(no)]

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1. katello-certs-check -c /root/foreman_cert/satellite_example_com_cert.pem -k /root/foreman_cert/foreman_cert_key.pem -b

/root/foreman_cert/ca_cert_bundle.pem

Checking server certificate encoding:

[OK]

Checking expiration of certificate:

[OK]

Checking expiration of CA bundle:

[OK]

Checking if server certificate has CA:TRUE flag

[OK]

Checking for private key passphrase:

[OK]

Checking to see if the private key matches the certificate:

[OK]

Checking CA bundle against the certificate file:

[OK]

Checking CA bundle size: 3

[OK]

Checking Subject Alt Name on certificate

[OK]

Checking if any Subject Alt Name on certificate matches the Subject CN

[OK]

Checking Key Usage extension on certificate for Key Encipherment
[OK]

Checking for use of shortname as CN
[OK]

Validation succeeded

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1. hammer ping
  database:
    Status:      ok
    Server Response: Duration: 0ms
  candlepin:
    Status:      FAIL
    Server Response: Message: 404 Not Found
  candlepin_auth:
    Status:      FAIL
    Server Response: Message: Katello::Errors::CandlepinNotRunning
  candlepin_events:
    Status:      FAIL
    message:      Not running
    Server Response: Duration: 0ms
  katello_events:
    Status:      ok
    message:      0 Processed, 0 Failed
    Server Response: Duration: 0ms
  pulp3:
    Status:      ok
    Server Response: Duration: 460ms
  pulp3_content:
    Status:      ok
    Server Response: Duration: 62ms
  foreman_tasks:
    Status:      ok
    Server Response: Duration: 3ms
```

Our Setup is with External Database.