

## Foreman - Bug #36039

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

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

<b>Status:</b> New	
<b>Priority:</b> Immediate	
<b>Assignee:</b>	
<b>Category:</b>	
<b>Target version:</b>	
<b>Difficulty:</b>	<b>Fixed in Releases:</b>
<b>Triaged:</b> No	<b>Found in Releases:</b>
<b>Bugzilla link:</b>	<b>Red Hat JIRA:</b>
<b>Pull request:</b>	
<b>Description</b>	
<p>I have freshly installed foreman with Katello successfully. But when I am trying to open foreman web portal its given me the below error.</p>	
<p>Oops, we're sorry but something went wrong Katello::Errors::CandlepinNotRunning</p>	
<pre>1. hammer -p example status Version:      3.5.1 API Version:  v2 Database: Status:      ok Server Response: Duration: 0ms Plugins: 1) Name: foreman-tasks Version: 7.1.1 2) Name: foreman_column_view Version: 0.4.0 3) Name: foreman_default_hostgroup Version: 7.0.0 4) Name: foreman_discovery Version: 22.0.2 5) Name: foreman_remote_execution Version: 8.2.0 6) Name: katello Version: 4.7.1 Smart Proxies: 1) Name: sjprdsatapp01.example.com Version: 3.5.1 Status: ok Features: 1) Name: pulpcore Version: 3.2.0 2) Name: logs Version: 3.5.1 Compute Resources:  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:</pre>	

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]

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

Running ForemanMaintain::Scenario::FilteredScenario

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Check number of fact names in database: [OK]

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Check whether all services are running: [OK]

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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)

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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.