

## Katello - Bug #6249

### Unable to retrieve active subscriptions from subscription-manager ui and cli

06/17/2014 12:57 PM - Eric Helms

<b>Status:</b> Closed	
<b>Priority:</b> Normal	
<b>Assignee:</b> Eric Helms	
<b>Category:</b> Client/Agent	
<b>Target version:</b> Katello 2.0	
<b>Difficulty:</b> easy	<b>Fixed in Releases:</b>
<b>Triaged:</b> Yes	<b>Found in Releases:</b>
<b>Bugzilla link:</b> 1109398	<b>Red Hat JIRA:</b>
<b>Pull request:</b>	
<b>Description</b>	
Cloned from <a href="https://bugzilla.redhat.com/show_bug.cgi?id=1109398">https://bugzilla.redhat.com/show_bug.cgi?id=1109398</a>	
Description of problem: subscription-manager-gui - Retrieving active subscriptions failed	
Version-Release number of selected component (if applicable):	
<ul style="list-style-type: none"><li>• apr-util-ldap-1.3.9-3.el6_0.1.x86_64</li><li>• candlepin-0.9.19-1.el6_5.noarch</li><li>• candlepin-scl-1-5.el6_4.noarch</li><li>• candlepin-scl-quartz-2.1.5-5.el6_4.noarch</li><li>• candlepin-scl-rhino-1.7R3-1.el6_4.noarch</li><li>• candlepin-scl-runtime-1-5.el6_4.noarch</li><li>• candlepin-selinux-0.9.19-1.el6_5.noarch</li><li>• candlepin-tomcat6-0.9.19-1.el6_5.noarch</li><li>• elasticsearch-0.90.10-4.el6sat.noarch</li><li>• foreman-1.6.0.17-1.el6sat.noarch</li><li>• foreman-compute-1.6.0.17-1.el6sat.noarch</li><li>• foreman-gce-1.6.0.17-1.el6sat.noarch</li><li>• foreman-libvirt-1.6.0.17-1.el6sat.noarch</li><li>• foreman-ovirt-1.6.0.17-1.el6sat.noarch</li><li>• foreman-postgresql-1.6.0.17-1.el6sat.noarch</li><li>• foreman-proxy-1.6.0.7-1.el6sat.noarch</li><li>• foreman-selinux-1.6.0-4.el6sat.noarch</li><li>• foreman-vmware-1.6.0.17-1.el6sat.noarch</li><li>• katello-1.5.0-26.el6sat.noarch</li><li>• katello-ca-1.0-1.noarch</li><li>• katello-certs-tools-1.5.5-1.el6sat.noarch</li><li>• katello-installer-0.0.48-1.el6sat.noarch</li><li>• openldap-2.4.23-31.el6.x86_64</li><li>• pulp-katello-0.3-3.el6sat.noarch</li><li>• pulp-nodes-common-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-nodes-parent-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-puppet-plugins-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-puppet-tools-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-rpm-plugins-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-selinux-2.4.0-0.20.beta.el6sat.noarch</li><li>• pulp-server-2.4.0-0.20.beta.el6sat.noarch</li><li>• python-ldap-2.3.10-1.el6.x86_64</li><li>• ruby193-rubygem-net-ldap-0.3.1-3.el6sat.noarch</li><li>• ruby193-rubygem-runcible-1.1.0-2.el6sat.noarch</li></ul>	
How reproducible: Always	
Steps to Reproduce: 1. Register a content host to Sat6 using subscription-manager-gui using following steps	

2. Launch subscription-manager-gui
3. Click System -> Register -> Uncheck - I will use an Activation Key. click Next
4. Enter Credentials. Note: Check - Manually attach subscriptions after registration
5. Select the Organization
6. Select environment/content view option. Click Register.
7. After registration, Navigate to "All Available Subscriptions" and click "Update"

Actual results:

Retrieving active subscriptions errored - (see screenshot)

Unable to search for subscriptions: Couldn't find organization 'ACME\_Corporation'

production.log

```
> /var/log/foreman/production.log <
```

```
Completed 200 OK in 110ms (Views: 0.3ms | ActiveRecord: 0.0ms)
```

```
Processing by Katello::Api::V1::CandlepinProxiesController#get as JSON
```

```
Parameters: {"consumer"=>"d2fed351-b863-4195-91b9-4ef0e08cfa28", "api_version"=>"v1",
```

```
"organization_id"=>"ACME_Corporation", "candlepin_proxy"=>{}}
```

```
[ERROR 2014-06-13 14:59:01 cp_proxy #21550] * ERROR: Couldn't find organization 'ACME_Corporation' (404) *
```

```
[ERROR 2014-06-13 14:59:01 cp_proxy #21550] REQUEST URL:
```

```
/katello/api/owners/ACME_Corporation/pools?consumer=d2fed351-b863-4195-91b9-4ef0e08cfa28
```

```
[ERROR 2014-06-13 14:59:01 cp_proxy #21550] Katello::HttpErrors::NotFound: Couldn't find organization 'ACME_Corporation' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/katello-1.5.0/app/controllers/katello/api/v1/api_controller.rb:68:in
```

```
`find_optional_organization' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/katello-1.5.0/app/controllers/katello/api/v1/candlepin_proxies_controller.rb:415:in
```

```
`authorize_proxy_routes' | /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:520:in
```

```
`block (3 levels) in run_1356866827214790485__process_action__4491727737124774105__callbacks' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:in `block in
```

```
_conditional_callback_around_9901' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:326:in `around' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:310:in `_callback_around_2812' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:in
```

```
`_conditional_callback_around_9901' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:471:in `block (2 levels) in run
```

```
_1356866827214790485__process_action__4491727737124774105__callbacks' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:in `block in
```

```
_conditional_callback_around_9900' | /usr/share/foreman/app/models/concerns/foreman/thread_session.rb:33:in `clear_thread' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:in
```

```
`_conditional_callback_around_9900' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:415:in `block in run
```

```
_1356866827214790485__process_action__4491727737124774105__callbacks' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:in `block in
```

```
_conditional_callback_around_9899' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:326:in `around' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:310:in `_callback_around_13' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:in
```

```
`_conditional_callback_around_9899' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:414:in
```

```
`_run_1356866827214790485__process_action__4491727737124774105__callbacks' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:405:in `_run_callback' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:385:in `_run_process_action_callbacks'
```

```
| /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:81:in `run_callbacks' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/callbacks.rb:17:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/rescue.rb:29:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/instrumentation.rb:30:in `block in
```

```
process_action' | /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications.rb:123:in `block in
```

```
instrument' | /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications/instrumenter.rb:20:in
```

```
`instrument' | /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications.rb:123:in `instrument' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/instrumentation.rb:29:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/params_wrapper.rb:207:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_record/railties/controller_runtime.rb:18:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/katello-1.5.0/app/controllers/katello/api/api_controller.rb:109:in `process_action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/base.rb:121:in `process' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/rendering.rb:45:in `process' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal.rb:203:in `dispatch' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/rack_delegation.rb:14:in `dispatch' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal.rb:246:in `block in action' |
```

```
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/routing/route_set.rb:73:in `call' |
```

/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/routing/route\_set.rb:73:in `dispatch' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/routing/route\_set.rb:36:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/routing/mapper.rb:42:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:68:in `block in call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `each' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/routing/route\_set.rb:600:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/engine.rb:479:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/railtie/configurable.rb:30:in `method\_missing' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:68:in `block in call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `each' |  
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/routing/route\_set.rb:600:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/static.rb:62:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/apipie-rails-0.1.2/lib/apipie/static\_dispatcher.rb:65:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/static.rb:62:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/apipie-rails-0.1.2/lib/apipie/middleware/checksum\_in\_headers.rb:27:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/best\_standards\_support.rb:17:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/etag.rb:23:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/conditionalget.rb:25:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/head.rb:14:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/params\_parser.rb:21:in `call' |  
/usr/share/foreman/lib/middleware/catch\_json\_parse\_errors.rb:9:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/flash.rb:242:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/session/abstract/id.rb:205:in `context' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/session/abstract/id.rb:200:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/cookies.rb:339:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_record/query\_cache.rb:64:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_record/connection\_adapters/abstract/connection\_pool.rb:473:  
in `call' | /opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/callbacks.rb:28:in `block in call'  
| /opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_support/callbacks.rb:405:in  
`\_run\_\_2873742961269082198\_\_call\_\_4591553551730949552\_\_callbacks' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_support/callbacks.rb:405:in `\_run\_callback' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_support/callbacks.rb:385:in `\_run\_call\_callbacks' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_support/callbacks.rb:81:in `\_run\_callbacks' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/callbacks.rb:27:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/remote\_ip.rb:31:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/debug\_exceptions.rb:16:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/show\_exceptions.rb:56:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/katello-1.5.0/lib/katello/middleware/silenced\_logger.rb:30:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/request\_id.rb:22:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/methodoverride.rb:21:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/runtime.rb:17:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active\_support/cache/strategy/local\_cache.rb:72:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/lock.rb:15:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action\_dispatch/middleware/static.rb:62:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:136:in `forward' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:245:in `fetch' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:185:in `lookup' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:66:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:51:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/engine.rb:479:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/application.rb:223:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/railtie/configurable.rb:30:in `method\_missing' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/builder.rb:134:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:64:in `block in call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:49:in `each' |  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:49:in `call' |  
/usr/lib/ruby/gems/1.8/gems/passenger-4.0.18/lib/phusion\_passenger/rack/thread\_handler\_extension.rb:77:in `process\_request' |  
/usr/lib/ruby/gems/1.8/gems/passenger-4.0.18/lib/phusion\_passenger/request\_handler/thread\_handler.rb:140:in  
`accept\_and\_process\_next\_request' |  
/usr/lib/ruby/gems/1.8/gems/passenger-4.0.18/lib/phusion\_passenger/request\_handler/thread\_handler.rb:108:in `main\_loop' |  
/usr/lib/ruby/gems/1.8/gems/passenger-4.0.18/lib/phusion\_passenger/request\_handler.rb:441:in `block (3 levels) in start\_threads' |  
/opt/rh/ruby193/root/usr/share/gems/gems/logging-1.8.1/lib/logging/ diagnostic\_context.rb:323:in `call' |  
/opt/rh/ruby193/root/usr/share/gems/gems/logging-1.8.1/lib/logging/ diagnostic\_context.rb:323:in `block in  
create\_with\_logging\_context'

Completed 404 Not Found in 12ms (Views: 0.2ms | ActiveRecord: 0.5ms)  
Connecting to database specified by database.yml  
Connected to server.  
Client connected.  
Client disconnected.

Expected Results:  
Active Subscriptions retrieved

Additional info:

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### Associated revisions

#### Revision 7eb68259 - 06/17/2014 01:06 PM - Eric Helms

Fixes #6249,BZ1109398: Candlepin proxy routes properly looking up organization.

When the API switched to looking up organization by ID, the Candlepin proxy routes that required an organization broke since subscription-manager GUI and CLI pass the organization label and not numerical ID.

#### Revision 952eedc7 - 06/18/2014 06:35 PM - Eric Helms

Merge pull request #4284 from ehelms/fixes-6249

Fixes #6249,BZ1109398: Candlepin proxy routes properly looking up organi...

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### History

#### #1 - 06/17/2014 01:03 PM - Eric Helms

- *Category set to Client/Agent*
- *Status changed from New to Assigned*
- *Target version set to 48*
- *Difficulty set to easy*
- *Triaged set to Yes*

#### #2 - 06/18/2014 06:52 PM - Eric Helms

- *Status changed from Assigned to Closed*
- *% Done changed from 0 to 100*

Applied in changeset katello|commit:7eb68259dcf12d54a4160256553fbc5820855dde.

#### #3 - 08/22/2014 08:35 AM - Eric Helms

- *translation missing: en.field\_release set to 13*