

Katello - Bug #7155

subscription-manager silently fails to inform about registration failure on RHEL 6.6

08/19/2014 01:43 PM - Thomas McKay

Status:	Closed	
Priority:	Normal	
Assignee:	Thomas McKay	
Category:	Client/Agent	
Target version:	Katello 2.1	
Difficulty:	easy	Fixed in Releases:
Triaged:	Yes	Found in Releases:
Bugzilla link:	1129454	Red Hat JIRA:
Pull request:	https://github.com/Katello/katello/pull/4593	

Description

Cloned from https://bugzilla.redhat.com/show_bug.cgi?id=1129454

Description of problem:

Noticed that when trying to register a RHEL 6.6 (both i386 and x86_64) client against a Satellite 6 instance using an activationkey, subscription-manager silently fails without displaying that something went wrong.

Looking at rhsm.log I saw the following:

```
2014-08-12 15:25:58,117 [DEBUG] subscription-manager @connection.py:414 - Loaded CA certificates from /etc/rhsm/ca:
candlepin-local.pem, candlepin-stage.pem, redhat-uep.pem
```

```
2014-08-12 15:25:58,118 [DEBUG] subscription-manager @connection.py:446 - Making request: GET
/rhsm/owners/Default_Organization/environments
```

```
2014-08-12 15:25:58,221 [DEBUG] subscription-manager @connection.py:469 - Response: status=401
```

```
2014-08-12 15:25:58,222 [ERROR] subscription-manager @managercli.py:1049 -
```

Traceback (most recent call last):

```
File "/usr/share/rhsm/subscription_manager/managercli.py", line 1038, in _do_command
self.options.environment)
```

```
File "/usr/share/rhsm/subscription_manager/managercli.py", line 1133, in _get_environment_id
env_list = cp.getEnvironmentList(owner_key)
```

```
File "/usr/lib/python2.6/site-packages/rhsm/connection.py", line 1095, in getEnvironmentList
results = self.conn.request_get(method)
```

```
File "/usr/lib/python2.6/site-packages/rhsm/connection.py", line 550, in request_get
return self._request("GET", method)
```

```
File "/usr/lib/python2.6/site-packages/rhsm/connection.py", line 478, in _request
self.validateResponse(result, request_type, handler)
```

```
File "/usr/lib/python2.6/site-packages/rhsm/connection.py", line 520, in validateResponse
raise RestlibException(response['status'], error_msg)
```

```
RestlibException
```

Version-Release number of selected component (if applicable):

Build:

- Satellite-6.0.4-RHEL-6-20140806.0

Packages:

- apr-util-ldap-1.3.9-3.el6_0.1.x86_64
- candlepin-0.9.19-1.el6_5.noarch
- candlepin-scl-1-5.el6_4.noarch
- candlepin-scl-quartz-2.1.5-5.el6_4.noarch
- candlepin-scl-rhino-1.7R3-1.el6_4.noarch
- candlepin-scl-runtime-1-5.el6_4.noarch


```
tello/api/package_groups/", "rel": "package_groups"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/puppet_modules/", "rel": "puppet_modules"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repository_sets/", "rel": "repository_sets"}, {"href": "/katello/api/subscriptions/", "rel": "subscriptions"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/tasks/", "rel": "tasks"}, {"href": "/katello/api/packages/", "rel": "packages"}, {"href": "/katello/api/status/", "rel": "status"}, {"href": "/katello/api/guestids/", "rel": "guestids"}, {"href": "/katello/api/content_overrides", "rel": "content_overrides"}, {"href": "/katello/api/available_releases", "rel": "available_releases"}]
```

Completed 200 OK in 18ms (Views: 3.6ms | ActiveRecord: 0.0ms)

With body:

```
[{"href": "/katello/api/capsules/", "rel": "capsules"}, {"href": "/katello/api/activation_keys/", "rel": "activation_keys"}, {"href": "/katello/api/activation_keys/", "rel": "activation_keys"}, {"href": "/katello/api/activation_keys/", "rel": "activation_keys"}, {"href": "/katello/api/content_views/", "rel": "content_views"}, {"href": "/katello/api/content_views/", "rel": "content_views"}, {"href": "/katello/api/content_views/", "rel": "content_views"}, {"href": "/katello/api/content_views/", "rel": "content_views"}, {"href": "/katello/api/content_view_filters/", "rel": "content_view_filters"}, {"href": "/katello/api/content_view_filters/", "rel": "content_view_filters"}, {"href": "/katello/api/content_view_filters/", "rel": "content_view_filters"}, {"href": "/katello/api/content_view_filters/", "rel": "content_view_filters"}, {"href": "/katello/api/content_view_versions/", "rel": "content_view_versions"}, {"href": "/katello/api/content_view_versions/", "rel": "content_view_versions"}, {"href": "/katello/api/content_view_versions/", "rel": "content_view_versions"}, {"href": "/katello/api/content_view_versions/", "rel": "content_view_versions"}, {"href": "/katello/api/environments/", "rel": "environments"}, {"href": "/katello/api/environments/", "rel": "environments"}, {"href": "/katello/api/environments/", "rel": "environments"}, {"href": "/katello/api/environments/", "rel": "environments"}, {"href": "/katello/api/errata/", "rel": "errata"}, {"href": "/katello/api/gpg_keys/", "rel": "gpg_keys"}, {"href": "/katello/api/gpg_keys/", "rel": "gpg_keys"}, {"href": "/katello/api/gpg_keys/", "rel": "gpg_keys"}, {"href": "/katello/api/gpg_keys/", "rel": "gpg_keys"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/packages/", "rel": "packages"}, {"href": "/katello/api/package_groups/", "rel": "package_groups"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/products/", "rel": "products"}, {"href": "/katello/api/puppet_modules/", "rel": "puppet_modules"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repositories/", "rel": "repositories"}, {"href": "/katello/api/repository_sets/", "rel": "repository_sets"}, {"href": "/katello/api/subscriptions/", "rel": "subscriptions"}, {"href": "/katello/api/subscriptions/", "rel": "subscriptions"}, {"href": "/katello/api/subscriptions/", "rel": "subscriptions"}, {"href": "/katello/api/subscriptions/", "rel": "subscriptions"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/systems/", "rel": "systems"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/organizations/", "rel": "organizations"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/host_collections/", "rel": "host_collections"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/distributors/", "rel": "distributors"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/users/", "rel": "users"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/sync_plans/", "rel": "sync_plans"}, {"href": "/katello/api/tasks/", "rel": "tasks"}, {"href": "/katello/api/packages/", "rel": "packages"}, {"href": "/katello/api/status/", "rel": "status"}, {"href": "/katello/api/guestids/", "rel": "guestids"}, {"href": "/katello/api/content_overrides", "rel": "content_overrides"}, {"href": "/katello/api/available_releases", "rel": "available_releases"}]
```

Processing by Katello::Api::Rhs::CandlepinProxiesController#server_status as JSON

Parameters: {"candlepin_proxy"=>{}}

Setting locale: en

> /var/log/candlepin/candlepin.log <

```
2014-08-12 15:25:57,690 [req=0e7f41bf-96d3-4047-8c5d-60529685b500, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Request: verb=GET, uri=/candlepin/status
2014-08-12 15:25:57,698 [req=0e7f41bf-96d3-4047-8c5d-60529685b500, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Response: status=200, content-type="application/json", time=8ms
2014-08-12 15:25:57,737 [req=5a96d445-3e06-4b53-b5be-3eb31e47602a, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Request: verb=GET, uri=/candlepin/status
2014-08-12 15:25:57,745 [req=5a96d445-3e06-4b53-b5be-3eb31e47602a, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Response: status=200, content-type="application/json", time=8ms
2014-08-12 15:25:57,777 [req=988796b5-a16e-47bf-b98d-61209db07ca4, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Request: verb=GET, uri=/candlepin/status
2014-08-12 15:25:57,785 [req=988796b5-a16e-47bf-b98d-61209db07ca4, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Response: status=200, content-type="application/json", time=8ms
2014-08-12 15:25:57,820 [req=6a648b81-d203-4ef8-8812-4b2db35819b5, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Request: verb=GET, uri=/candlepin/status
2014-08-12 15:25:57,828 [req=6a648b81-d203-4ef8-8812-4b2db35819b5, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Response: status=200, content-type="application/json", time=8ms
2014-08-12 15:25:57,863 [req=120813f4-f63b-49ea-ab2b-7c7b34cf16d4, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Request: verb=GET, uri=/candlepin/status
```

```
2014-08-12 15:25:57,870 [req=120813f4-f63b-49ea-ab2b-7c7b34cf16d4, org=] INFO
org.candlepin.servlet.filter.logging.LoggingFilter - Response: status=200, content-type="application/json", time=7ms >
/var/log/foreman/production.log <
Completed 200 OK in 218ms (Views: 0.7ms | ActiveRecord: 0.0ms)
With body:
{"managerCapabilities":["cores","ram","instance_multiplier","derived_product","cert_v3","guest_limit","vcpu"],"release":"Katello","result":true,"rulesSource":"DATABASE","rulesVersion":"5.11","standalone":true,"timeUTC":"2014-08-12T19:25:57Z","version":"1.5.0-28.el6sat"}

Processing by Katello::Api::Rhsm::CandlepinProxiesController#rhsm_index as JSON
Parameters: {"organization_id"=>"Default_Organization", "candlepin_proxy"=>{}}
Setting locale: en
Rendered api/v1/errors/unauthorized.json.rabl (0.6ms)
Filter chain halted as :authorize rendered or redirected
Completed 401 Unauthorized in 3ms (Views: 1.7ms | ActiveRecord: 0.0ms)
With body: {"message":"Unable to authenticate user "}
```

Associated revisions

Revision 8cb615f5 - 09/24/2014 04:51 PM - Thomas McKay

fixes #7155 - ensure displayMessage is present

fixed rubocop

updated status code check to >= 400

Revision 3b8490a3 - 09/25/2014 07:57 AM - Thomas McKay

Merge pull request #4593 from thomasmckay/7155-sub-mgr-messages

fixes #7155 - ensure displayMessage is present

History

#1 - 08/19/2014 03:14 PM - Eric Helms

- Category set to Client/Agent
- Difficulty set to easy
- Triaged changed from No to Yes

#2 - 08/20/2014 11:45 AM - The Foreman Bot

- Status changed from New to Ready For Testing
- Target version set to 63
- Pull request <https://github.com/Katello/katello/pull/4593> added
- Pull request deleted ()

#3 - 08/20/2014 01:15 PM - Eric Helms

- Target version changed from 63 to 55

#4 - 09/08/2014 08:13 AM - Eric Helms

- Target version changed from 55 to 56

#5 - 09/25/2014 08:01 AM - Thomas McKay

- Status changed from Ready For Testing to Closed
- % Done changed from 0 to 100

Applied in changeset [katello|8cb615f5d64cdd3ff80e7d43b9f645b2b6f7ee48](#).

#6 - 11/21/2014 10:42 AM - Eric Helms

- translation missing: en.field_release set to 14