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Guided Exercise: Troubleshooting Ansible Managed Hosts



In this exercise, you will troubleshoot task failures that are occurring on one of your managed hosts when running a playbook.

Outcomes

You should be able to troubleshoot managed hosts.

Log in to workstation as student using student as the password.

On workstation, run the `lab troubleshoot-host start` script. It ensures that Ansible is installed on workstation. It also downloads the inventory, `mailrelay.yml`, and `postfix-relay-main.conf.j2` files from `http://materials.example.com/labs/troubleshoot-host/` to the `/home/student/troubleshoot-host/` directory.

```
[student@workstation ~]$ lab troubleshoot-host start
```

Procedure 8.2. Instructions

On workstation, change to the `/home/student/troubleshoot-host/` directory.

```
[student@workstation ~]$ cd ~/troubleshoot-host/
[student@workstation troubleshoot-host]$
```

Run the `mailrelay.yml` playbook using check mode.

```
[student@workstation troubleshoot-host]$ ansible-playbook mailrelay.yml --check
PLAY [create mail relay servers] *****
...output omitted...
TASK [check main.cf file] *****
ok: [servera.lab.example.com]

TASK [verify main.cf file exists] *****
ok: [servera.lab.example.com] => {
  "msg": "The main.cf file exists"
}
...output omitted...
TASK [email notification of always_bcc config] *****
fatal: [servera.lab.example.com]: FAILED! => {"msg": "The conditional check 'bcc_state.stdout != 'always_bcc =' failed. The error was: error w
hile evaluating conditional (bcc_state.stdout != 'always_bcc ='): 'dict object' has no attribute 'stdout'\n\nThe error appears to have been in
'/home/student/troubleshoot-host/mailrelay.yml': line 42, column 7, but may\nbe elsewhere in the file depending on the exact syntax problem.\n
\nThe offending line appears to be:\n\n\n    - name: email notification of always_bcc config\n      ^ here\n"}
...output omitted...
PLAY RECAP *****
servera.lab.example.com : ok=6    changed=3    unreachable=0    failed=1
```

The *verify main.cf file exists* task uses the `stat` module. It confirmed that `main.cf` exists on `servera.lab.example.com`.

The *email notification of always_bcc config* task failed. It did not receive output from the *check for always_bcc* task because the playbook was executed using check mode.

Using an ad hoc command, check the header for the `/etc/postfix/main.cf` file.

```
[student@workstation troubleshoot-host]$ ansible servera.lab.example.com \
> -u devops -b -a "head /etc/postfix/main.cf"
servera.lab.example.com | FAILED | rc=1 >>
head: cannot open '/etc/postfix/main.cf' for reading: No such file or directorynon-zero return code
```

The command failed because the playbook was executed using check mode. Postfix is not installed on `servera.lab.example.com`

Run the playbook again, but without specifying check mode. The error in the *email notification of always_bcc config* task should disappear.

```
[student@workstation troubleshoot-host]$ ansible-playbook mailrelay.yml
PLAY [create mail relay servers] *****
...output omitted...
TASK [check for always_bcc] *****
changed: [servera.lab.example.com]

TASK [email notification of always_bcc config] *****
skipping: [servera.lab.example.com]

RUNNING HANDLER [restart postfix] *****
changed: [servera.lab.example.com]

PLAY RECAP *****
servera.lab.example.com : ok=8   changed=5   unreachable=0   failed=0
skipped=1   rescued=0   ignored=0
```

Using an ad hoc command, display the top of the `/etc/postfix/main.cf` file.

```
[student@workstation troubleshoot-host]$ ansible servera.lab.example.com \
> -u devops -b -a "head /etc/postfix/main.cf"
servera.lab.example.com | SUCCESS | rc=0 >>
# Ansible managed
#
# Global Postfix configuration file. This file lists only a subset
# of all parameters. For the syntax, and for a complete parameter
# list, see the postconf(5) manual page (command: "man 5 postconf").
#
# For common configuration examples, see BASIC_CONFIGURATION_README
# and STANDARD_CONFIGURATION_README. To find these documents, use
# the command "postconf html_directory readme_directory", or go to
# http://www.postfix.org/BASIC_CONFIGURATION_README.html etc.
```

Now it starts with a line that contains the string, "Ansible managed". This file was updated and is now managed by Ansible.

Edit the `mailrelay.yml` playbook and add a task to enable the `smtp` service through the firewall. Add the task as the last task, before the handlers.

```
...output omitted...
- name: postfix firewalld config
  firewalld:
    state: enabled
    permanent: true
    immediate: true
    service: smtp
...output omitted...
```

Run the playbook. The `postfix firewalld config` task should have been executed with no errors.

```
[student@workstation troubleshoot-host]$ ansible-playbook mailrelay.yml
PLAY [create mail relay servers] *****
...output omitted...
TASK [postfix firewalld config] *****
changed: [servera.lab.example.com]

PLAY RECAP *****
servera.lab.example.com : ok=8   changed=2   unreachable=0   failed=0
skipped=1   rescued=0   ignored=0
```

Using an ad hoc command, check that the `smtp` service is now configured on the firewall at `servera.lab.example.com`.

```
[student@workstation troubleshoot-host]$ ansible servera.lab.example.com \
> -u devops -b -a "firewall-cmd --list-services"
servera.lab.example.com | CHANGED | rc=0 >>
cockpit dhcpv6-client samba smtp ssh
```

Use `telnet` to test if the SMTP service is listening on port `TCP/25` on `servera.lab.example.com`. Disconnect when you are finished.

```
[student@workstation troubleshoot-host]$ telnet servera.lab.example.com 25
Trying 172.25.250.10...
Connected to servera.lab.example.com.
Escape character is '^]'.
220 servera.lab.example.com ESMTP Postfix
quit
221 2.0.0 Bye
Connection closed by foreign host.
```

Finish

On workstation, run the `lab troubleshoot-host finish` script to clean up this exercise.

```
[student@workstation ~]$ lab troubleshoot-host finish
```

This concludes the guided exercise.



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