find out what version of subscription-manage is installed.  if it's less than 1.28.29-3 then they'll have to upgrade a few packages

[5:29](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834144820809)

the one I help with was running 1.28.21-5

[5:29](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834198180169)

so they had to uninstall the existing packages

[5:30](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834212129609)

then I sent them the following four rpms

[5:30](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834217150449)

dnf-plugin-subscription-manager-1.28.29-3.el8.x86\_64.rpm

python3-subscription-manager-rhsm-1.28.29-3.el8.x86\_64.rpm

subscription-manager-1.28.29-3.el8.x86\_64.rpm

subscription-manager-rhsm-certificates-1.28.29-3.el8.x86\_64.rpm

[5:30](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834222094099)

had them install those

[5:30](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834259171499)

then running the inistar stuff worked after that

[5:31](https://lockheedmartin.slack.com/archives/C03F1NXCT1A/p1657834267056379)

sudo ansible-pull -U <https://oauth2:nUxkuUaDJySXx7JkU5Nn@gitlab.us.lmco.com/inistar/openstack-instance-utils.git> -d /home/cloud-user/.ansible/pull/inistar-maintenance ansible/maintenance.yaml -t rhn\_subscribe -e '{"auto\_restart": False }' --track-subs –clean