☰ ✕ PROXMOX   ⚷ ▢ 🔍

[SOLVED] "Error '0' occured while receiving the doument" when uploading an iso as pve user

👤 Martec · 🕐 Sep 27, 2022 · 🏷 | iso upload rights |

🏠 › **Forums** › **Proxmox Virtual Environment** › **Proxmox VE: Installation and configuration**

| 1 | 2 | Next › |

Martec
Member
👤✏

⌄

Sep 27, 2022   ⇗   #1

What are the rights a pve user needs, to upload an iso file to the storage local

syslog:

```
problem with client ::ffff:xxx.xxx.xxx.xxx; No space left on device
```

99% of space is empty by now

I assume that there need to be a specific permission on the user or group,
What permissions should that be?

Last edited: Sep 27, 2022

Matthias.
Proxmox Retired Staff

Retired Staff

⌄

Sep 27, 2022   ⇗   #2

The syslog line seems to indicate the issue is with the available disk space.
Please verify how much space you got left, and whether the upload works
after freeing some files.

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read
the documentation

> Martec

                                                               ↑   ↓

Martec
Member

Sep 27, 2022   #3

> Matthias. said: ↩
>
> The syslog line seems to indicate the issue is with the available disk space. Please verify how much space you got left, and whether the upload works after freeing some files.

Thanks for your reply. That was too my first idea, but there is enough space left (more then 99% are empty).

Matthias.
Proxmox Retired Staff

Retired Staff

Sep 27, 2022   #4

Could you show the output of `df -h`?
Do I understand you right, when you upload as root, it works?

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation

  Martec

Martec
Member

Sep 27, 2022   #5

yes, as root it's is working
The user/group can have roles assigned. Privileges are assigned to these roles.
Which one is/are responsible for the permission to upload?

```
root@pve:~# df -h
Filesystem        Size  Used Avail Use% Mounted on
udev               63G     0   63G   0% /dev
tmpfs              13G  1.3M   13G   1% /run
rpool/ROOT/pve-1  640G  4.1G  636G   1% /
tmpfs              63G   46M   63G   1% /dev/shm
tmpfs             5.0M     0  5.0M   0% /run/lock
/dev/sdc1         3.6T  2.0T  1.5T  59% /mnt/pve/backupintern
rpool             636G  128K  636G   1% /rpool
rpool/ROOT        636G  128K  636G   1% /rpool/ROOT
rpool/data        636G  128K  636G   1% /rpool/data
/dev/fuse         128M   20K  128M   1% /etc/pve
tmpfs              13G     0   13G   0% /run/user/0
```

Last edited: Sep 27, 2022

Matthias.
Proxmox Retired Staff

Retired Staff

⌄

Sep 28, 2022   ⤴ #6

The required permission should be `Datastore.AllocateTemplate` .
(https://pve.proxmox.com/pve-docs/pve-admin-guide.html#_privileges)

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read
the documentation

　　　Martec

Martec
Member

⌄

Sep 28, 2022   ⤴ #7

Thank you very much, that's it! Its's working now.

Matthias.
Proxmox Retired Staff

Retired Staff

⌄

Sep 28, 2022   ⤴ #8

Great! Out of curiosity, what permission did the user have before? The GUI
shouldn't be allowing an upload with wrong perms, so there might be a bug.

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read
the documentation

　　　Martec

Martec
Member

⌄

Sep 28, 2022   ⤴ #9

To be honest, I gave the user almost all permissions now   So I need to
reproduce it in an Test environment.

Datastore.Allocate Datastore.AllocateSpace Datastore.AllocateTemplate Datastore.Audit Group.Allocate Permissions.Modify Pool.Allocate Pool.Audit Realm.Allocate
Realm.AllocateUser SDN.Allocate SDN.Audit Sys.Audit Sys.Console Sys.Modify Sys.PowerMgmt Sys.Syslog User.Modify VM.Allocate VM.Audit VM.Backup VM.Clone
VM.Config.CDROM VM.Config.CPU VM.Config.Cloudinit VM.Config.Disk VM.Config.HWType VM.Config.Memory VM.Config.Network VM.Config.Options VM.Console
VM.Migrate VM.Monitor VM.PowerMgmt VM.Snapshot VM.Snapshot.Rollback

I also added the user to the permission tab of the storage.

Thanks again!

T
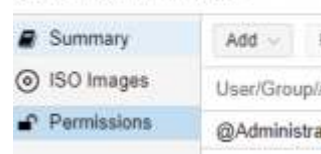
TempusThales
New Member

∨

Jan 1, 2023   ⦉ #10

Hmmm. I have the OP's exact problem, but I get it while in root...

Code:

```
root@proxmox:/# df -h
Filesystem            Size  Used Avail Use% Mounted on
udev                   63G     0   63G   0% /dev
tmpfs                  13G  1.3M   13G   1% /run
/dev/mapper/pve-root   94G  3.3G   86G   4% /
tmpfs                  63G   46M   63G   1% /dev/shm
tmpfs                 5.0M     0  5.0M   0% /run/lock
/dev/fuse             128M   16K  128M   1% /etc/pve
tmpfs                  13G     0   13G   0% /run/user/0
zfsa                  923G  256K  923G   1% /zfsa
zfsa/ZFSA             923G  256K  923G   1% /mnt/ZFSA
```

Any advice?

--

Update I was able to download via a URL without any problems. But if I try to upload the image the above error reocurrs.

Last edited: Jan 1, 2023

Matthias.
Proxmox Retired Staff

Retired Staff

∨

Jan 9, 2023   ⦉ #11

Hi, what's the output of `pveversion -v`
Size of the iso? If you have a direct, public link to the iso, please share that
Can you upload via API?
Is there anything interesting in the syslog during the upload?

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation

---

L'

Ľudovít Lučenič
Active Member

∨

Jan 9, 2023   ⦉ #12

Hi, exactly the same with me as @TempusThales mentioned, my syslog says:

Code:

↑   ↓

```
Jan  9 22:16:30 my-machine pveproxy[962374]: unable to create temporary uplc
Jan  9 22:16:30 my-machine pveproxy[962374]: unable to create temporary uplc
Jan  9 22:16:30 my-machine pveproxy[962374]: problem with client ::ffff:<my-
```

plenty of space left on device (~3,6T)
output of pveversion -v:

Bash:

```
> pveversion -v
proxmox-ve: 7.2-1 (running kernel: 5.15.30-2-pve)
pve-manager: 7.2-3 (running version: 7.2-3/c743d6c1)
pve-kernel-helper: 7.2-2
pve-kernel-5.15: 7.2-1
pve-kernel-5.15.30-2-pve: 5.15.30-3
ceph-fuse: 15.2.16-pve1
corosync: 3.1.5-pve2
criu: 3.15-1+pve-1
glusterfs-client: 9.2-1
ifupdown2: 3.1.0-1+pmx3
ksm-control-daemon: 1.4-1
libjs-extjs: 7.0.0-1
libknet1: 1.22-pve2
libproxmox-acme-perl: 1.4.2
libproxmox-backup-qemu0: 1.2.0-1
libpve-access-control: 7.1-8
libpve-apiclient-perl: 3.2-1
libpve-common-perl: 7.1-6
libpve-guest-common-perl: 4.1-2
libpve-http-server-perl: 4.1-1
libpve-storage-perl: 7.2-2
libspice-server1: 0.14.3-2.1
lvm2: 2.03.11-2.1
lxc-pve: 4.0.12-1
lxcfs: 4.0.12-pve1
novnc-pve: 1.3.0-3
proxmox-backup-client: 2.1.8-1
proxmox-backup-file-restore: 2.1.8-1
proxmox-mini-journalreader: 1.3-1
proxmox-widget-toolkit: 3.4-10
pve-cluster: 7.2-1
pve-container: 4.2-1
pve-docs: 7.2-2
pve-edk2-firmware: 3.20210831-2
pve-firewall: 4.2-5
pve-firmware: 3.4-1
pve-ha-manager: 3.3-4
pve-i18n: 2.7-1
```

It is actually the same for 50MB file as well as big ISO image.

Direct permissions provided for user/group on the storage have ↑ ⤵ r ↓
difference.

Thank you in advance,
Ľudovít

Matthias.
Proxmox Retired Staff

Retired Staff

⌄

Jan 10, 2023   Last edited: Jan 9, 2023   #13

What does `df -hi /var/tmp` say?
When you upload as root, it works?
What permissions does your non-root account have?What does `df -hi /var/tmp` say?

There might be old upload files in /var/tmp, check with `ls /var/tmp /pveupload*`. You can remove those.

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation

jojoii
New Member

⌄

Jan 10, 2023   ⤳   #14

> **Matthias. said:** ↩
>
> What does `df -hi /var/tmp` say?
> When you upload as root, it works?
> What permissions does your non-root account have?What does `df -hi /var/tmp` say?
>
> There might be old upload files in /var/tmp, check with `ls /var/tmp/pveupload*`. You can remove those.

Hey Matthias, I'm working with Ludovit on this issue...

We are using root account to upload the ISO files via GUI.

Code:

```
~ df -hi /var/tmp
rpool/var/tmp   zfs     7,2G    12  7,2G    1% /var/tmp
```

Thank you.

Last edited: Jan 10, 2023

Matthias.

Jan 10, 2023   ⤳   #15

I missed that earlier, your system is still on PVE 7.2. Current version is 7.3, so please upgrade and report back if you still encounter the issue.   ↑   ↓

Proxmox Retired Staff

Retired Staff

⌄

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation

---

Ľudovít Lučenič
Active Member

⌄

Jan 13, 2023   ❮   #16

Thank you Matthias for the reply, but we planned this upgrade about one month ahead from now. We will report back then later. Just if you can help us out anyway with 7.2?

---

dtrounce
New Member

⌄

Jan 13, 2023   ❮   #17

I encountered this also on 7.3 (pve-manager/7.3-4/d69b70d4) with a 15GB ISO that would fail at different points at 4-5GB or so using the web GUI. However, I was able to use scp from the client to transfer the ISO over to the PVE server instead.

While monitoring the transfer, there were several multi-second stalls with no network data transfer, before the transfer would again continue (at 125MB/sec Gigabit ethernet speed). My rpool where the ISO directory is located is a ZFS mirror of 2x 7200 RPM disks with 100GB+ of available space.

I suspect that that multi-second stalls from writing chunks of the ISO to the disk from the web UI temp location caused the web UI to time out, giving this error. SCP seems to deal with the stalls more effectively, allowing a successful transfer first time.

Matthias.
Proxmox Retired Staff

Retired Staff

⌄

Jan 16, 2023   ❮   #18

Yes, that's a possible reason.
I currently can't reproduce the issue, but you could try fixing it yourself by finding the following line in `/usr/share/perl5/PVE/APIServer/AnyEvent.pm`

```Perl
$reqstate->{hdl}->on_read(sub {
```

and insert the line `$reqstate->{hdl}->timeout(60);` so it looks like that :

```Perl
$reqstate->{hdl}->timeout(60);
$reqstate->{hdl}->on_read(sub {
```

This sets the server side timeout to 60 seconds, which should be ↑ y. ↓

Execute `systemctl restart pveproxy.service`.
Now upload the file.

If you do, please report back whether that fixes the issue.

To undo the changes, run `apt install --reinstall libpve-http-server-perl`

Best regards,
Matthias

Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation

    loveablecabbage

C

cay
New Member
⌄

Apr 13, 2023   ⦦ #19

> Matthias. said: ↩
>
> Yes, that's a possible reason.
> I currently can't reproduce the issue, but you could try fixing it yourself by finding the following line in `/usr/share/perl5/PVE/APIServer/AnyEvent.pm`
>
> > Perl:
>
> Click to expand...

Just wanted to say this worked for this, and a detail I ran into was only windows based ISO's ran into the issue strangely. This was on 7.4-3

P

pille99
Member
⌄

Apr 13, 2023   ⦦ #20

wrong file format.
i encountered some simelar issues

You must log in or register to reply here.

🏠 › Forums › Proxmox Virtual Environment › Proxmox VE: Installation and Configuration

Share: ✉ 🔗

About

The Proxmox community has been around for many years and offers help and support for Proxmox VE, Proxmox Backup Server, and

Quick Navigation

Home

↑ ↓

Proxmox Mail Gateway.

Get Subscription

We think our community is one of the best
thanks to people like you!

Wiki

Downloads

Proxmox Customer Portal

About

Get your subscription!

The Proxmox team works very hard to make sure you are running the best software and getting
stable updates and security enhancements, as well as quick enterprise support. Tens of
thousands of happy customers have a Proxmox subscription. Get your own in 60 seconds.

🛒 Buy now!

ⓘ   This site uses cookies to help personalise content, tailor your experience and to   ✓ Accept
            keep you logged in if you register.
            By continuing to use this site, you are consenting to our use of cookies.   Learn more...