

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

👤 Martec · 🕒 Sep 27, 2022 · 🗑️ iso upload rights

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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

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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

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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

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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

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Martec



Martec

Member



Sep 28, 2022

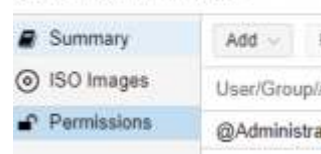
#9

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.

Storage 'local' on node 'pve'



Thanks again!





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 reoccurs.

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

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L'udovít 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 uplo
Jan  9 22:16:30 my-machine pveproxy[962374]: unable to create temporary uplo
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
kvm-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 difference.



Thank you in advance,
L'udovít



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

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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.  

<div>Proxmox Retired Staff</div> <div>Retired Staff</div> <div>▼</div>	<div>Best regards, Matthias</div> <div>Do you already have a Commercial Support Subscription? - If not, Buy now and read the documentation</div>
<div></div> <div>Ludovít Lučenič</div> <div>Active Member</div> <div>▼</div>	<div>Jan 13, 2023<div>🔗 #16</div></div> <div>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?</div>
<div></div> <div>dtrounce</div> <div>New Member</div> <div>▼</div>	<div>Jan 13, 2023<div>🔗 #17</div></div> <div>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.</div> <div>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.</div> <div>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.</div>
<div></div> <div>Matthias.</div> <div>Proxmox Retired Staff</div> <div>Retired Staff</div> <div>▼</div>	<div>Jan 16, 2023<div>🔗 #18</div></div> <div>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 <code>/usr/share/perl5/PVE/APIServer/AnyEvent.pm</code></div> <div><pre>Perl: \$reqstate->{hdl}->on_read(sub {</pre></div> <div>and insert the line <code>\$reqstate->{hdl}->timeout(60);</code> so it looks like that :</div> <div><pre>Perl: \$reqstate->{hdl}->timeout(60); \$reqstate->{hdl}->on_read(sub {</pre></div> <div>This sets the server side timeout to 60 seconds, which should be <div>⬆</div>y.<div>⬇</div></div>

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

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[loveablecabbage](#)



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



pille99

Member



Apr 13, 2023

#20

wrong file format.

i encountered some simelar issues

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