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| **Ticket ID** | 44267 |
| --- | --- |
| **Customer Account** | The Home Depot |
| **Raise Date** | 5/7/2021 |
| **TimeZone** | EST |
| **Document Author** | Paul Riley |
| **Puppet Account Manager** | Paul Riley |

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# Chronological Events

1. Ravi Saridey contacts Paul Riley at 09:54 EDT re: Puppet Upgrade failing with separate Postgres server. The specific error is “no postgres found”
2. Paul advises Ravi to open a P2 ticket.
3. At 12:32, Adrian Parreiras Horta with Puppet support responds to the request.
4. Initial issue appears to be a bug with the installer, requiring the Client Tools config file. Adrian advises to reclassify the node as work around.
5. At 12:56, the issue exists, a bridge is created. From The Home Depot: Ravi, Jim Vuichard, and George Hinson join. From Puppet: Paul, Chris Webster, and Reid Vandewiele join.
6. Reid joins the conference call and ascertains that the full contents of /etc/puppetlabs/enterprise/conf.d was copied to the postgres server. This triggered an incorrect install codepath for the installer.
7. Reid determined that pe-client-tools was installed due to step 4 from above. This is removed from the system.
8. Ravi determined that the pe.conf file form /etc/puppetlabs/enterprise/conf.d/ needs to be in place.
9. Install completed correctly until reaching the second PostgreSQL node. This incorrectly had the pe-client-tools installed from step 4. It was removed from the system.
10. At 14:58, the install failed on starting the PostgreSQL node on port 8081. Killing the stuck process using that port (PuppetDB) allowed the install to continue
11. The command ‘puppet infrastructure upgrade replica’ was run prior to re-initializing replication, causing a failure due to permissions in the ‘/opt/puppetlabs/server/bin/pg\_basebackup’
12. The directory permissions were changed to be readable by the ‘pe-postgres’ user for ‘/opt/puppetlabs/server/data/postgresql/11/data’, thus allowing the ‘puppet infrastructure upgrade replica’ task to complete
13. The event completed at 17:58 EDT

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# Key Takeaways

Positive

* Upgrade completed within change window
* Puppet Server upgrade went smoothly
* TAM owned bridged, coupled with a coordination of resources on Puppet’s end, allowed for ongoing support members to assist rapidly

Neutral

* Vetting process caught some issues, but not all
* Conflicting advice about using pe\_adm module for existing XL architecture
* Install process steps and logging documentation does not exist

Negative

* Change ran longer than expected time.
* Troubleshooting process conversations were not recorded
* Key initial process was skipped: <https://support.puppet.com/hc/en-us/articles/360040916014-KB-0401-Confirming-that-your-PE-installation-is-ready-for-an-upgrade>

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# Next Steps/ Recommendations

* TAM schedule and create a bridge that is accessible for THD and Support to readily join
* TAM records all technical discussions to be dissected and documented
* THD completes this process prior to upgrading:<https://support.puppet.com/hc/en-us/articles/360040916014-KB-0401-Confirming-that-your-PE-installation-is-ready-for-an-upgrade>
* TAM work with Solution Architects and Support Engineer to allow for vetting by two independent parties from each team
* TAM work with engineering/documentation teams. Ensuring the install logging and overarching steps the installer runs through exists
* TAM and Support Manager will work on determining if alternative methods exist for pre\_upgrade checks (what software stacks and what does not, ie: ruby, python, Bolt, sh)