Close case

slow job execution in Tower as compared to running the same job via Ansible core 🧳

| Product | Account | Created by |
|--------------------------------------|-------------------------------------|---|
| Ansible Tower by Red Hat | 5958678 | Mohd Redhuan Jusoh |
| 3.8.6 | Bank Islam Malaysia Berhad | Oct 18, 2022, 03:43:59 PM 1 |
| | | |
| | | |
| Status * | Case type * | Severity * |
| Waiting on Customer • | Defect / Bug | ▼ 3 (Normal) - Partial, non-critical loss ▼ |
| Training on outstand | 2000017 2 dg | o (verma) i ama, nen emeanese |
| | | |
| ✓ Case information | | |
| Product | | Version |
| Ansible Tower by Red Hat | | 3 .8.6 ▼ |
| Ansible Tower by Ked Hat | • | 3.0.0 |
| | | |
| Hostname | | |
| PRDANSPLAT01 | | |
| | | |
| Description | | |
| What problem/issue/behavior are yo | • | • |
| • • | • • | t took almost 3m.29s to run in Tower. Attached wi r launch there is a lag to execute the job |
| the logs, please advise why the row | or is taking so much time and after | r laurion there is a lag to exceute the job |
| In CLI via Ansible core ############ | ### | |
| | | |
| Tuesday 18 October 2022 15:31:53 | +0800 (0:00:00.190) 0:01:13.7 | 737 ****** |
| | | |
| swing_back_prod : B7-B10 - Check | | |
| | | |
| swing_back_prod : B7-B10 - Read fi | | |
| swing_back_prod : B7-B10 - Check | | |
| | | ······································ |
| 0.0 | | |
| 7.95s | | |
| swing_back_prod : B7-B10 - Check | the existence of file locations | |
| 7.88 | | |
| | | |
| swing_back_prod : B7-B10 - Check | the existence of file locations | |
| 7.87 | 's | |
| , | 's | |

| swing_back_prod : B7-B10 - Read f 6.96s | le content and then filter the result |
|--|---------------------------------------|
| swing_back_prod : include_tasks | |
| 0.5 | 6s |
| swing_back_prod : include_tasks | |
| 0.5 | 3s |
| swing_back_prod : include_tasks | |
| 0.5 | 0s |
| nclude role : swing back prod | |
| | |
| swing back prod:include tasks | |
| 0.4 | |
| swing back prod : set fact | |
| 0.1 | |
| swing back prod: assert | |
| 0.1 | |
| swing back prod : set fact | |
| 0.1 | |
| | |
| · 0.1 | |
| swing back prod:debug | |
| 0. | |
| swing back prod:fail | |
| 0.17 | |
| | |
| 5 | |
| Show more | |

Discussion

📤 Sugimura, Takashi

Ηi,

Thank you for the updates and I am glad to hear your jobs worked.

Please make sure that your customized execution environments are defined in Web UI > Execution Environments. the podman container images will be removed periodically.

And please let me know if you have anything else I can help you with.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible











Jusoh, Mohd Redhuan

Thu, Dec 8, 2022, 11:57:03 AM GMT+8

(replying to Jusoh, Mohd Redhuan)

- > Hi
- > Please help, how to add the customized execution environments
- > And regarding the job errors, please place the customized execution environments on the awx user home direct found these EEs required by your job.
- > localhost/ee-custom-windows-rhel8:latest
- > localhost/ee-custom-ibmi-rhel8:latest

Ηi,

done, added the customized execution environments. Now able to execute the jobs.

#podman load -i ee-custom-windows.tar #podman load -i ee-custom-ibmi.tar

regards,









Thu, Dec 8, 2022, 11:32:01 AM GMT+8

Ηi

Please help, how to add the customized execution environments

And regarding the job errors, please place the customized execution environments on the awx user home director found these EEs required by your job.

- > localhost/ee-custom-windows-rhel8:latest
- > localhost/ee-custom-ibmi-rhel8:latest

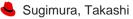












Thu, Dec 8, 2022, 10:06:08 AM GMT+8

Ηi,

Thank you for the prompt update.

Can you try to disable and terminate the session for the awx user? And please confirm that the "awx" user lir. removed from the "loginctl list-users" and "loginctl list-sessions".

- # loginctl disable-linger awx
- # loginctl terminate-session 8
- # loginctl list-users
- # loginctl list-sessions

After that, can you relaunch the ad hoc job 4490 to see if the stack trace errors are eliminated or not?

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Thu, Dec 8, 2022, 09:55:51 AM GMT+8

(replying to Sugimura, Takashi)

- > Hi,
- > Thank you for the update.

> I am still trying to reproduce your issue on my side. Could you please provide these outputs so that I can them to mine?

```
> $ sudo su -
 > # loginctl list-users
 > # loginctl list-sessions
 > # su - awx
 > $ env
 > And regarding the job errors, please place the customized execution environments on the awx user home direct
 found these EEs required by your job.
 > - localhost/ee-custom-windows-rhel8:latest
 > - localhost/ee-custom-ibmi-rhel8:latest
 > Regards,
 > Takashi Sugimura
 > Senior Technical Support Engineer - Ansible
 > Red Hat
Ηi,
 Output:
[awx@UATANSSVR01 ~]$ sudo su -
 [root@UATANSSVR01 ~]# loginctl list-users
 UID USER
     0 root
 986 awx
 2 users listed.
 [root@UATANSSVR01 ~]# loginctl list-sessions
 SESSION UID USER SEAT TTY
               1 0 root
                8 986 awx
 2 sessions listed.
 [root@UATANSSVR01 ~]#
[root@UATANSSVR01 ~]# su - awx
 [awx@UATANSSVR01 ~]$ env
  LS\_COLORS = rs = 0: di = 01; 34: ln = 01; 36: mh = 00: pi = 40; 33: so = 01; 35: do = 01; 35: bd = 40; 33; 01: cd = 40; 33; 01: or = 40; 31; 01: mi = 01; 05: bd = 40; 33; 01: cd = 40; 31; 01: mi = 01; 05: bd = 40; 31; 01: do = 40; 31; do = 40; do =
 LANG=en_US.UTF-8
 HISTCONTROL=ignoredups
HOSTNAME=UATANSSVR01
S_COLORS=auto
USER=awx
PWD=/var/lib/awx
HOME=/var/lib/awx
MAIL=/var/spool/mail/awx
SHELL=/bin/bash
TERM=xterm
SHLVL=1
LOGNAME=awx
PATH=/usr/local/bin:/usr/bin:/usr/local/sbin:/usr/sbin
HISTSIZE=1000
LESSOPEN=||/usr/bin/lesspipe.sh %s
 _=/usr/bin/env
```

[awx@UATANSSVR01 ~]\$

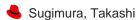
Thanks.





Reply





Thu, Dec 8, 2022, 09:31:28 AM GMT+8

Ηi,

Thank you for the update.

I am still trying to reproduce your issue on my side. Could you please provide these outputs so that I can ccthem to mine?

- \$ sudo su -
- # loginctl list-users
- # loginctl list-sessions
- # su awx

And regarding the job errors, please place the customized execution environments on the awx user home director found these EEs required by your job.

- localhost/ee-custom-windows-rhel8:latest
- localhost/ee-custom-ibmi-rhel8:latest

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Wed, Dec 7, 2022, 03:41:09 PM GMT+8

Ηi,

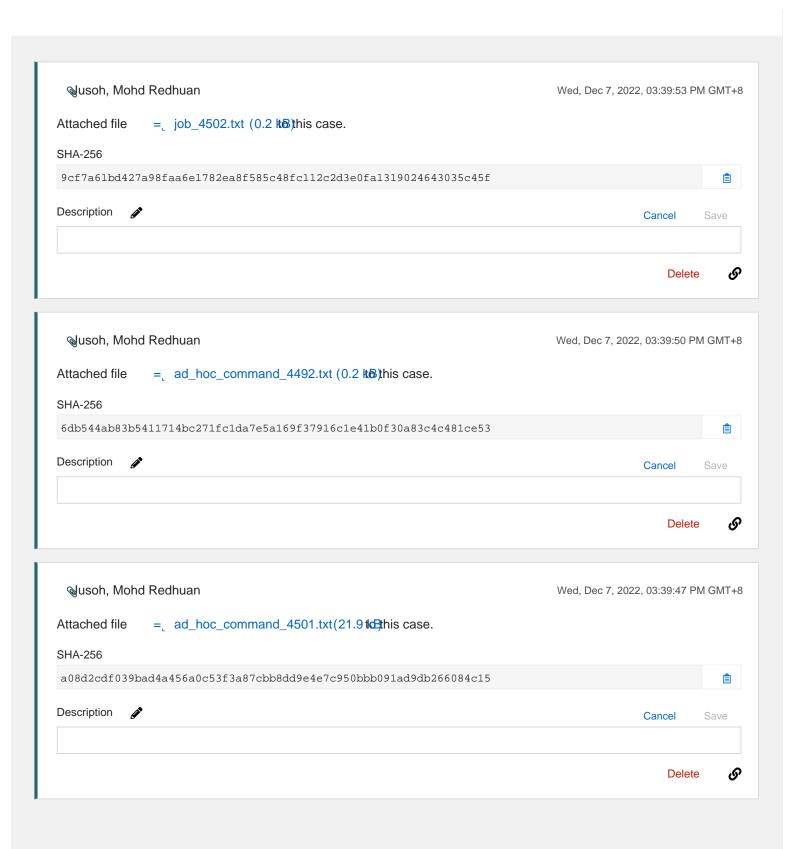
after run the below commands, able to update the projects. but, try to run some job templates getting errors, for reference attached the job outputs

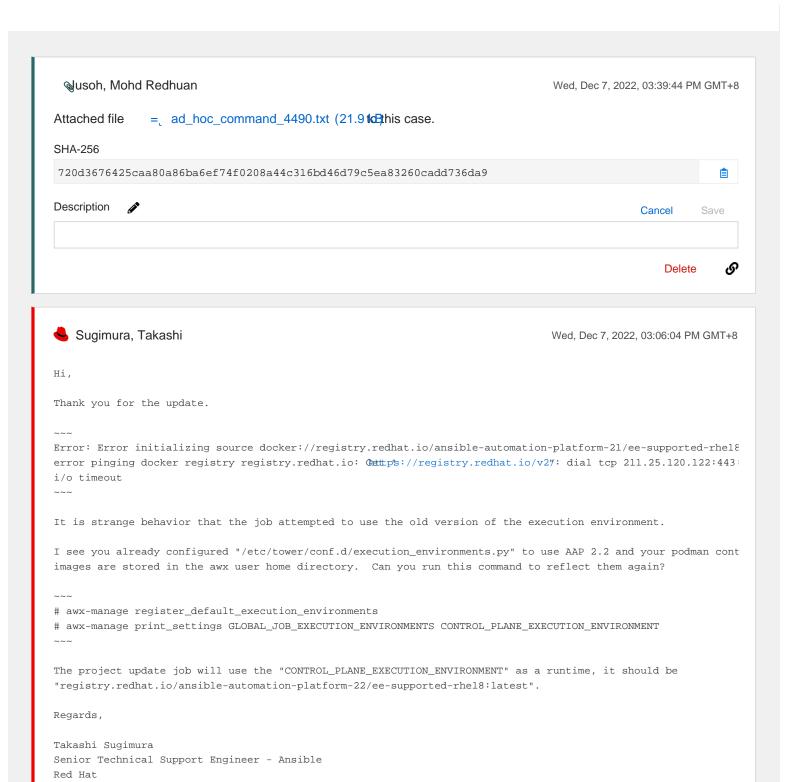












ଡ

Jusoh, Mohd Redhuan Wed, Dec 7, 2022, 02:57:34 PM GMT+8

Hi.

The "showmigrations" output shows all marked as [x], Now able to open web-UI and try to update the project get below error on output

Error: Error initializing source docker://registry.redhat.io/ansible-automation-platform-21/ee-supported-rhel& error pinging docker registry registry.redhat.io: Gattp's://registry.redhat.io/v2": dial tcp 211.25.120.122:443: i/o timeout











🗕 Sugimura, Takashi

Wed, Dec 7, 2022, 02:39:39 PM GMT+8

Hi.

Thank you for the prompt update.

Next, can you please run this command and check if there are no [] lines in it? It is expected all lines are as [X] after migration.

awx-manage migrate --noinput # awx-manage showmigrations

When you still find the [] lines in the "showmigrations" output, can you provide the fresh sosreport?

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat











Jusoh, Mohd Redhuan

Wed, Dec 7, 2022, 02:34:26 PM GMT+8

[root@UATANSSVR01 ~]# awx-manage showmigrations auth

[X] 0001_initial

[X] 0002_alter_permission_name_max_length

[X] 0003_alter_user_email_max_length

[X] 0004_alter_user_username_opts

[X] 0005_alter_user_last_login_null

[X] 0006_require_contenttypes_0002

[X] 0007_alter_validators_add_error_messages

[X] 0008_alter_user_username_max_length

[X] 0009_alter_user_last_name_max_length

```
[X] 0010_alter_group_name_max_length
[X] 0011 update proxy permissions
[ ] 0012_alter_user_first_name_max_length
conf
[X] 0001_initial
[X] 0002_v310_copy_tower_settings
[X] 0003_v310_JSONField_changes
[X] 0004_v320_reencrypt
[X] 0005_v330_rename_two_session_settings
[X] 0006_v331_ldap_group_type
[X] 0007_v380_rename_more_settings
[X] 0008_subscriptions
[X] 0009_rename_proot_settings
contenttypes
[X] 0001_initial
[X] 0002_remove_content_type_name
main
[X] 0001_initial
[X] 0002_squashed_v300_release (18 squashed migrations)
[X] 0003_squashed_v300_v303_updates (9 squashed migrations)
[X] 0004_squashed_v310_release (6 squashed migrations)
 [X] 0005_squashed_v310_v313_updates (3 squashed migrations)
 [X] 0006_v320_release
 [X] 0007\_v320\_data\_migrations
 [X] 0008_v320_drop_v1_credential_fields
 [X] 0009_v322_add_setting_field_for_activity_stream
 [X] 0010\_v322\_add\_ovirt4\_tower\_inventory
 [X] 0011_v322_encrypt_survey_passwords
 [X] 0012_v322_update_cred_types
 [X] 0013_v330_multi_credential
 [X] 0014_v330_saved_launchtime_configs
 [X] 0015 v330 blank start args
 [X] 0016 v330 non blank workflow
 [X] 0017_v330_move_deprecated_stdout
 [X] 0018_v330_add_additional_stdout_events
 [X] 0019_v330_custom_virtualenv
 [X] 0020_v330_instancegroup_policies
 [X] 0021_v330_declare_new_rbac_roles
 [X] 0022_v330_create_new_rbac_roles
 [X] 0023_v330_inventory_multicred
 [X] 0024_v330_create_user_session_membership
 [X] 0025_v330_add_oauth_activity_stream_registrar
 [X] 0026_v330_delete_authtoken
 [X] 0027_v330_emitted_events
 [X] 0028_v330_add_tower_verify
 [X] 0030_v330_modify_application
 [X] 0031_v330_encrypt_oauth2_secret
 [X] 0032_v330_polymorphic_delete
 [X] 0033_v330_oauth_help_text
 [X] 0034_v330_delete_user_role
 [X] 0035_v330_more_oauth2_help_text
 [X] 0036_v330_credtype_remove_become_methods
 [X] 0037_v330_remove_legacy_fact_cleanup
 [X] 0038_v330_add_deleted_activitystream_actor
 [X] 0039_v330_custom_venv_help_text
 [X] 0040_v330_unifiedjob_controller_node
 \hbox{\tt [X] 0041\_v330\_update\_oauth\_refreshtoken}\\
 [X] 0042_v330_org_member_role_deparent
 [X] 0043_v330_oauth2accesstoken_modified
```

```
[X] 0044_v330_add_inventory_update_inventory
[X] 0045_v330_instance_managed_by_policy
[X] 0046_v330_remove_client_credentials_grant
[X] 0047_v330_activitystream_instance
[X] 0048_v330_django_created_modified_by_model_name
[X] 0049_v330_validate_instance_capacity_adjustment
[X] 0050_v340_drop_celery_tables
[X] 0051_v340_job_slicing
[X] 0052_v340_remove_project_scm_delete_on_next_update
[X] 0053_v340_workflow_inventory
[X] 0054_v340_workflow_convergence
[X] 0055_v340_add_grafana_notification
[X] 0056_v350_custom_venv_history
[X] 0057_v350_remove_become_method_type
[X] 0058_v350_remove_limit_limit
[X] 0059_v350_remove_adhoc_limit
[X] 0060_v350_update_schedule_uniqueness_constraint
[X] 0061_v350_track_native_credentialtype_source
[X] 0062_v350_new_playbook_stats
[X] 0063_v350_org_host_limits
[X] 0064_v350_analytics_state
[X] 0065_v350_index_job_status
[X] 0066_v350_inventorysource_custom_virtualenv
[X] 0067_v350_credential_plugins
[X] 0068_v350_index_event_created
[X] 0069_v350_generate_unique_install_uuid
[X] 0070_v350_gce_instance_id
[X] 0071_v350_remove_system_tracking
[X] 0072_v350_deprecate_fields
[X] 0073_v360_create_instance_group_m2m
[X] 0074_v360_migrate_instance_group_relations
[X] 0075_v360_remove_old_instance_group_relations
[X] 0076 v360 add new instance group relations
[X] 0077_v360_add_default_orderings
[X] 0078_v360_clear_sessions_tokens_jt
[X] 0079_v360_rm_implicit_oauth2_apps
[X] 0080_v360_replace_job_origin
[X] 0081_v360_notify_on_start
[X] 0082_v360_webhook_http_method
[X] 0083_v360_job_branch_override
[X] 0084_v360_token_description
[X] 0085_v360_add_notificationtemplate_messages
[X] 0086_v360_workflow_approval
[X] 0087_v360_update_credential_injector_help_text
[X] 0088_v360_dashboard_optimizations
[X] 0089_v360_new_job_event_types
[X] 0090_v360_WFJT_prompts
[X] 0091_v360_approval_node_notifications
[X] 0092_v360_webhook_mixin
[X] 0093_v360_personal_access_tokens
[X] 0094_v360_webhook_mixin2
[X] 0095_v360_increase_instance_version_length
[X] 0096_v360_container_groups
[X] 0097_v360_workflowapproval_approved_or_denied_by
[X] 0098_v360_rename_cyberark_aim_credential_type
```

[X] 0099_v361_license_cleanup

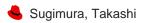
[X] 0100_v370_projectupdate_job_tags

[X] 0102_v370_unifiedjob_canceled

[X] 0101_v370_generate_new_uuids_for_iso_nodes

```
[X] 0103_v370_remove_computed_fields
[X] 0104_v370_cleanup_old_scan_jts
[X] 0105_v370_remove_jobevent_parent_and_hosts
[X] 0106_v370_remove_inventory_groups_with_active_failures
[X] 0107_v370_workflow_convergence_api_toggle
[X] 0108_v370_unifiedjob_dependencies_processed
[X] 0109_v370_job_template_organization_field
[X] 0110_v370_instance_ip_address
[X] 0111_v370_delete_channelgroup
[X] 0112_v370_workflow_node_identifier
[X] 0113_v370_event_bigint
[X] 0114_v370_remove_deprecated_manual_inventory_sources
 [X] 0115_v370_schedule_set_null
 [X] 0116_v400_remove_hipchat_notifications
 [X] 0117_v400_remove_cloudforms_inventory
 [X] 0118_add_remote_archive_scm_type
 [X] 0119_inventory_plugins
 [X] 0120_galaxy_credentials
 [X] 0121_delete_toweranalyticsstate
 [X] 0122_really_remove_cloudforms_inventory
 [X] 0123_drop_hg_support
 [X] 0124_execution_environments
 [X] 0125_more_ee_modeling_changes
 [X] 0126_executionenvironment_container_options
 [X] 0127_reset_pod_spec_override
 [X] 0128_organiaztion_read_roles_ee_admin
 [X] 0129_unifiedjob_installed_collections
 [X] 0130_ee_polymorphic_set_null
 [X] 0131_undo_org_polymorphic_ee
 [X] 0132_instancegroup_is_container_group
 [X] 0133_centrify_vault_credtype
 [X] 0134 unifiedjob ansible version
 [X] 0135_schedule_sort_fallback_to_id
 [X] 0136_scm_track_submodules
 [X] 0137_custom_inventory_scripts_removal_data
 [X] 0138_custom_inventory_scripts_removal
 [X] 0139_isolated_removal
 [X] 0140_rename
 [X] 0141_remove_isolated_instances
 [X] 0142_update_ee_image_field_description
 [X] 0143_hostmetric
 [X] 0144_event_partitions
 [X] 0145_deregister_managed_ee_objs
 [X] 0146_add_insights_inventory
 [X] 0147_validate_ee_image_field
 [X] 0148_unifiedjob_receptor_unit_id
 [X] 0149_remove_inventory_insights_credential
 [X] 0150_rename_inv_sources_inv_updates
 [X] 0151_rename_managed_by_tower
 [X] 0152_instance_node_type
 [X] 0153_instance_last_seen
[X] 0154_set_default_uuid
[X] 0155_improved_health_check
 [ ] 0156_capture_mesh_topology
[ ] 0157_inventory_labels
[ ] 0158_make_instance_cpu_decimal
[ ] 0159_deprecate_inventory_source_UoPU_field
oauth2_provider
 [X] 0001_initial
```

```
[ ] 0002_auto_20190406_1805
[ ] 0003_auto_20201211_1314
sessions
[X] 0001_initial
sites
[X] 0001_initial
[X] 0002_alter_domain_unique
social_django
[X] 0001_initial (2 squashed migrations)
[X] 0002_add_related_name (2 squashed migrations)
[X] 0003_alter_email_max_length (2 squashed migrations)
[X] 0004_auto_20160423_0400 (2 squashed migrations)
[X] 0005_auto_20160727_2333 (1 squashed migrations)
[X] 0006_partial
[X] 0007_code_timestamp
[X] 0008_partial_timestamp
[ ] 0009_auto_20191118_0520
[ ] 0010_uid_db_index
SSO
[X] 0001_initial
[X] 0002_expand_provider_options
[ ] 0003_convert_saml_string_to_list
taggit
[X] 0001_initial
[X] 0002_auto_20150616_2121
[X] 0003_taggeditem_add_unique_index
[ ] 0004_alter_taggeditem_content_type_alter_taggeditem_tag
                                                                                Reply
```



Wed, Dec 7, 2022, 02:31:26 PM GMT+8

Hi,

Thank you for the update.

I believe the podman related outputs were as expected.

Regarding the screenshot, it indicates that the database was not migrated to the current version.

Can you provide the output of this command?

\$ sudo su -

awx-manage showmigrations

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat



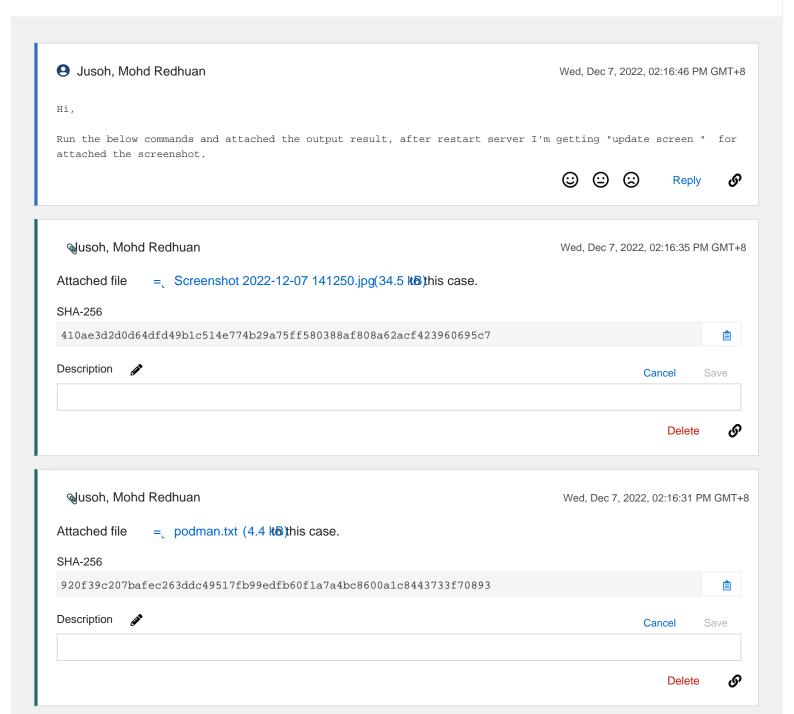


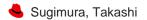


Reply



G





Ηi,

Thank you for the update, good morning.

Could you provide the outputs of these commands as well?

- \$ sudo su awx
- \$ podman images
- \$ podman info
- \$ podman run -it --rm registry.redhat.io/ansible-automation-platform-22/ee-supported-rhel8:latest ansible --ve

And if possible, can you reboot the server and try the above commands and the project update job again?

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Tue, Dec 6, 2022, 03:00:33 AM GMT+8

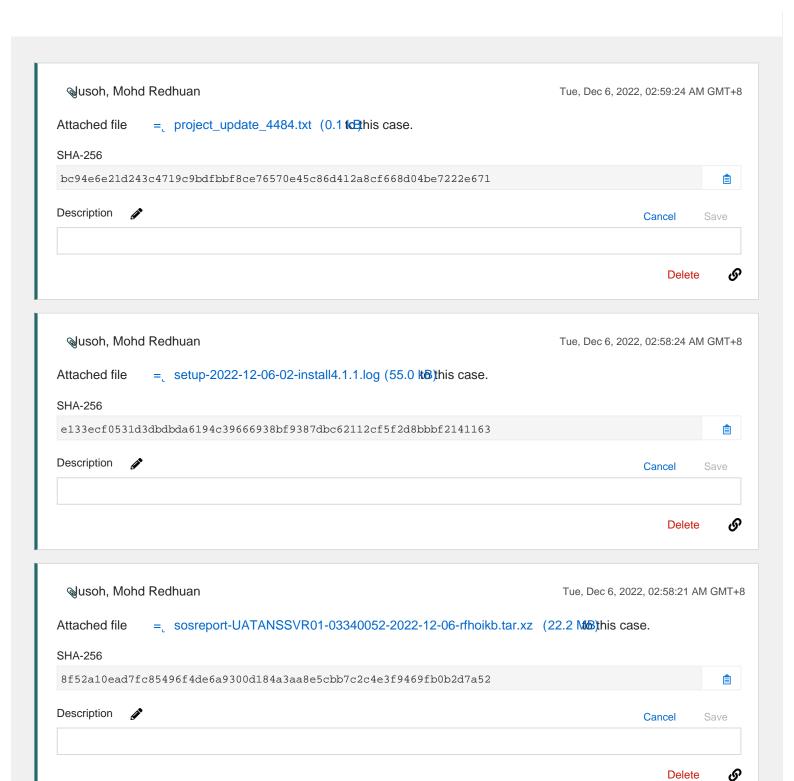
- 1) removed all the 4.2.2 packages and installed 4.1.1 successfully, for ref attached the log file #setup-2022-
- 2) Restored the backup to 4.1.1, for ref attached the log file #setup-2022-12-06-02-restore4.1.1.log
- 3) Checked in web-UI all data is restored.
- 4) Upgrade successfully to AAP 2.2.1, for ref attached the log file #setup-2022-12-06-02-update4.2.2.log
- 5) After upgrade, to test run the template... getting error and no output data # ref: project_update_4484.txt

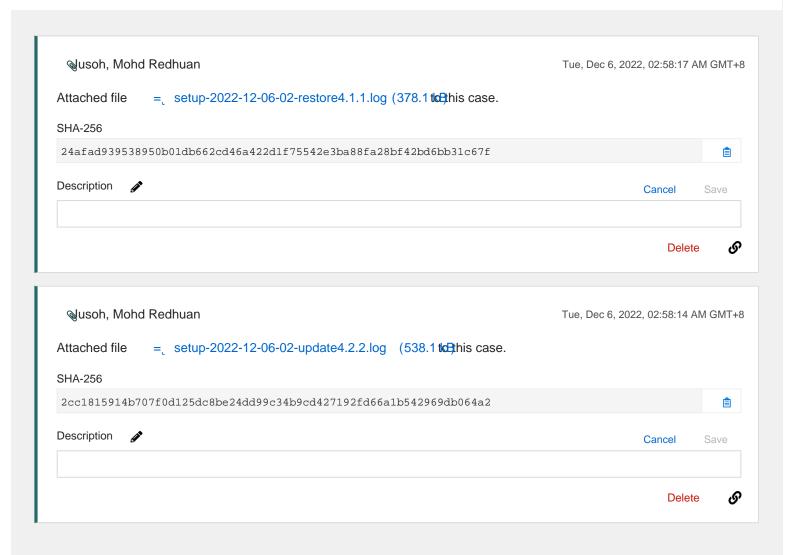


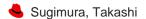












Hi.

Thank you for providing the files.

I would like to restart the upgrading from the beginning, because your backup was taken on AAP 2.1.1 (controll and there is no way to restore it to the current version.

Here are the steps I have confirmed on my side.

- 1) Please make sure your backup archive will not be removed.
- 2) Uninstall the AAP 2.2.1 by following steps.

- # automation-controller-service stop
- # dnf remove automation-controller* redis* postgresql* supervisor* receptor* ansible*
- # rm -rf /etc/tower /etc/supervisord.d /var/lib/pgsql /var/lib/awx /var/lib/ansible-automation-platform-bundle
- # dnf clean metadata --enablerepo="ansible-automation-platform"

3) Install the AAP 2.1.1. (extract the archive, configure the inventory file, run setup.sh)

Please make sure that you should set pg_database='awx' in the inventory file.

4) Restore the backup to 3).

- # ./setup.sh -e 'restore_backup_file=/foo/bar/automation-platform-backup-latest.tar.gz' -r
- 5) Check if all data is restored as expected from the Web UI.
- 6) Upgrade 4) to AAP 2.2.1 as discussed in this support case. (extract the archive, configure the inventory fi setup.sh)
- I found it worked on my side though, I know you have other software/services on the same node. I cannot menti whether the above steps will impact the other software or not, so please keep their backup carefully in order lose your data.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible







Reply



Jusoh, Mohd Redhuan

Mon, Dec 5, 2022, 11:41:23 AM GMT+8

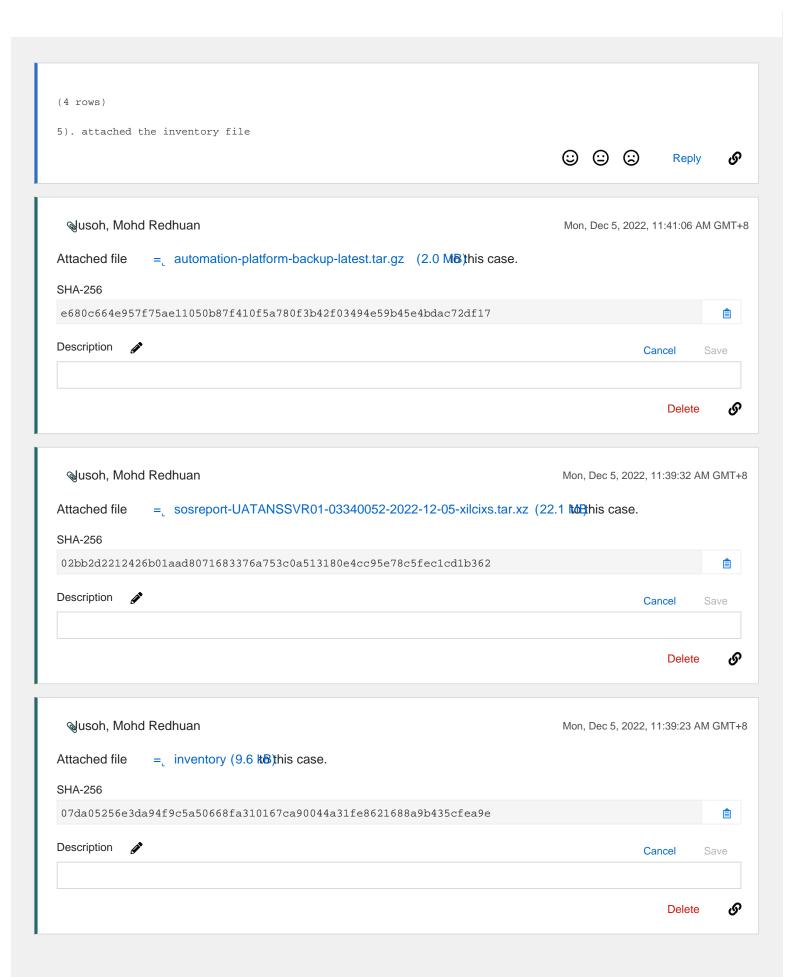
[root@UATANSSVR01 ~]# cat /etc/tower/conf.d/postgres.py # Ansible Automation Platform controller database settings.

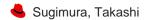
```
DATABASES = {
  'default': {
     'ATOMIC_REQUESTS': True,
     'ENGINE': 'awx.main.db.profiled_pg',
     'NAME': 'awx',
     'USER': 'awx',
     'PASSWORD': """awx""",
     'HOST': '127.0.0.1',
     'PORT': '5432',
     'OPTIONS': { 'sslmode': 'prefer',
                'sslrootcert': '/etc/pki/tls/certs/ca-bundle.crt',
  }
}
______
2). attached the latest backup files
[root@UATANSSVR01 ~]# 11 /var/lib/awx/projects
total 40
drwxr-xr-x. 8 awx awx 4096 Jan 10 2022 _106__ib_uat
-rwxr-xr-x. 1 awx awx 0 Dec 30 2021 _106__ib_uat.lock
drwxr-xr-x. 8 awx awx 4096 Mar 28 2022 _219__rentas_uat
-rwxr-xr-x. 1 awx awx 0 Jan 27 2022 _219__rentas_uat.lock
drwxr-xr-x. 8 awx awx 4096 Apr 29 2022 _277__billpayment_uat
-rwxr-xr-x. 1 awx awx 0 Feb 15 2022 _277__billpayment_uat.lock
drwxr-xr-x. 8 awx awx 4096 Apr 29 2022 _282__billpresentmenttakaful_uat
-rwxr-xr-x. 1 awx awx 0 Feb 16 2022 _282__billpresentmenttakaful_uat.lock
drwxr-xr-x. 4 awx awx 79 Dec 10 2021 _29__go_mobile_pt_112436_am
-rwxr-xr-x. 1 awx awx 0 Nov 26 2021 _29__go_mobile_pt_112436_am.lock
drwxr-xr-x. 8 awx awx 4096 Sep 20 15:23 _336__cbs_uat
-rwxr-xr-x. 1 awx awx 0 Mar 3 2022 _336__cbs_uat.lock
drwxr-xr-x. 8 awx awx 4096 Jan 19 2022 _37__go_mobile_pt_31347_pm
-rwxr-xr-x. 1 awx awx 0 Dec 10 2021 _37__go_mobile_pt_31347_pm.lock
drwxr-xr-x. 8 awx awx 4096 Mar 30 2022 _386__billpresentmenttakaful_uat_1156_a
-rwxr-xr-x. 1 awx awx 0 Mar 16 2022 _386__billpresentmenttakaful_uat_1156_a
m.lock
drwxr-xr-x. 8 awx awx 4096 Jan 20 2022 _40__go_mobile_pt_120231_am
-rwxr-xr-x. 1 awx awx 0 Dec 15 2021 _40__go_mobile_pt_120231_am.lock
drwxr-xr-x. 8 awx awx 4096 Jun 2 2022 _481__ccts_uat
-rwxr-xr-x. 1 awx awx 0 Jun 2 2022 _481__ccts_uat.lock
drwxr-xr-x. 10 awx awx 4096 Oct 7 15:11 _492__espick_uat
-rwxr-xr-x. 1 awx awx 0 Sep 27 16:13 _492__espick_uat.lock
                       6 Nov 5 2021 test123
drwxr-xr-x. 2 awx awx
______
[root@UATANSSVR01 ~]# echo "\1" | awx-manage dbshell
                           List of databases
       Owner | Encoding | Collate | Ctype | Access privileges

        awx
        | utf8
        | en_US.Utf-8 | en_US.Utf-8 |

        postgres
        | utf8
        | en_US.Utf-8 |
        | en_US.Utf-8 |

                            | en_US.UTF-8 | en_US.UTF-8 | =c/postgres
template0 | postgres | UTF8
  postgres=CTc/postgres
 template1 | postgres | UTF8
                            | en_US.UTF-8 | en_US.UTF-8 | =c/postgres +
                 postgres=CTc/postgres
```





```
Hi.
Hmm . . .
I would like to see the current situation. The important things are "tower.db" (database dump) and "SECRET_KE
If you didn't lose them, there is a way to recover them.
If possible, can you provide the latest backup archive and fresh sosreport to the support case? I will investi
these items.
1) /etc/tower/conf.d/postgres.py
The database name is defined at the 'NAME' entry.
2) The backup archive has three types of files.
- 10.22.64.88.tar.gz : project directories (/var/lib/awx/projects), configuration files (/etc/tower/)
- common.tar.gz : SECRET_KEY and version
- postgres.tar.gz : tower.db (PostgreSQL database dump)
3) In the above 'tower.db' file, it contains the database definitions like this. I would like to compare this
name with 1).
-- PostgreSQL database dump
-- Dumped from database version 13.7
-- Dumped by pg_dump version 13.7
SET statement_timeout = 0;
SET lock_timeout = 0;
SET idle_in_transaction_session_timeout = 0;
SET client_encoding = 'UTF8';
SET standard_conforming_strings = on;
SELECT pg_catalog.set_config('search_path', '', false);
SET check_function_bodies = false;
SET xmloption = content;
SET client_min_messages = warning;
SET row_security = off;
DROP DATABASE awx;
-- Name: awx; Type: DATABASE; Schema: -; Owner: awx
CREATE DATABASE awx WITH TEMPLATE = template0 ENCODING = 'UTF8' LOCALE = 'ja_JP.UTF-8';
ALTER DATABASE awx OWNER TO awx;
\connect awx
```

4) Current database definitions Can you provide the output as well? # echo "\1" | awx-manage dbshell 5) inventory file when you used on the AAP 2.2.1 installer The password information can be redacted. Regards, Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat © © © ଡ Reply Jusoh, Mohd Redhuan Fri, Dec 2, 2022, 03:59:59 PM GMT+8



> Red Hat

> I am glad to hear that your upgrading was successful. Thank you very much for your long-term patience and ε > Regarding the restoration, you don't need to restore the data from the backup after upgrading. And you cann restore the backup from the previous version. All data is staying in the database during the upgrading proces migrated for the new version without losing any data. > If you try to perform the restoration, please take a backup first at the current installation. > Regards, > Takashi Sugimura > Senior Technical Support Engineer - Ansible

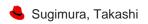
Thank you for the explanation. We actually lost all data after the upgrade. Projects & job templates in the Tc gone. When we check the postgres db, awx db is new. How do we restore the data from previous version without r the new version of AAP?











Fri, Dec 2, 2022, 03:55:59 PM GMT+8

Ηi,

I am glad to hear that your upgrading was successful. Thank you very much for your long-term patience and eff

Regarding the restoration, you don't need to restore the data from the backup after upgrading. And you cannot the backup from the previous version. All data is staying in the database during the upgrading process, and π for the new version without losing any data.

If you try to perform the restoration, please take a backup first at the current installation.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Fri, Dec 2, 2022, 03:33:56 PM GMT+8

Ηi,

Thank you for your kind help. We are able to install AAP2.2.1 now. Attached the setup log for your reference.

When we tried to restore database from earlier backup tarball, we hit another error. Please suggest.

Regards



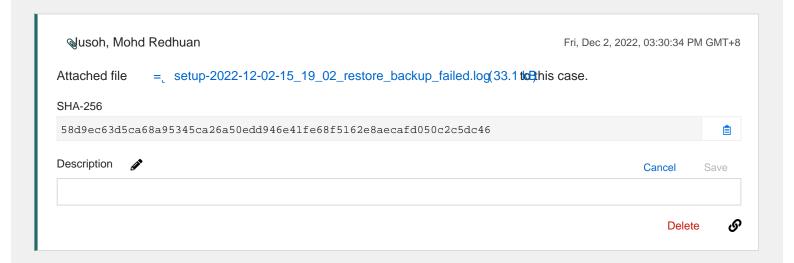


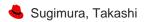


Reply



Susoh, Mohd Redhuan Fri, Dec 2, 2022, 03:30:38 PM GMT+8 Attached file = setup-2022-12-02-13_35_39_success.log(440.7 ktb)this case. SHA-256 8070dbe419760311040fe800412f813dc8470cc3130d72e15842a3ea9116f1f4 Ê Description Cancel Delete જ





```
Ηi,
Thank you for the update. I am sorry I have not been able to lead you to complete the upgrading smoothly.
I tried using Ansible Core 2.13. And I meant the cryptography library not for python3, but python39.
Can you install them by these commands?
# dnf install python39-cryptography
# dnf install ansible-core --enablerepo=ansible-automation-platform
Here is my output of the "ansible --version" command.
# ansible --version
ansible [core 2.13.4]
 config file = /etc/ansible/ansible.cfg
  configured module search path = ['/root/.ansible/plugins/modules', '/usr/share/ansible/plugins/modules']
  ansible python module location = /usr/lib/python3.9/site-packages/ansible
  ansible collection location = /root/.ansible/collections:/usr/share/ansible/collections
  executable location = /bin/ansible
  python version = 3.9.2 (default, Mar 5 2021, 01:49:45) [GCC 82092010928(Red Hat 8.4.1-1)]
  jinja version = 3.0.3
  libyaml = True
After that, I tried to install the AAP 2.2.1 from the beginning again and I found it successful.
$ sudo su -
\# dnf erase automation-controller* -y
# rm -rf /var/lib/awx/venv/awx
# rm -f /var/lib/awx/.tower_version
# cd /install/AAP_221/ansible-automation-platform-setup-bundle-2.2.1-1.1/
# ./setup.sh
Thank you and regards,
Takashi Suqimura
Senior Technical Support Engineer - Ansible
Red Hat
```



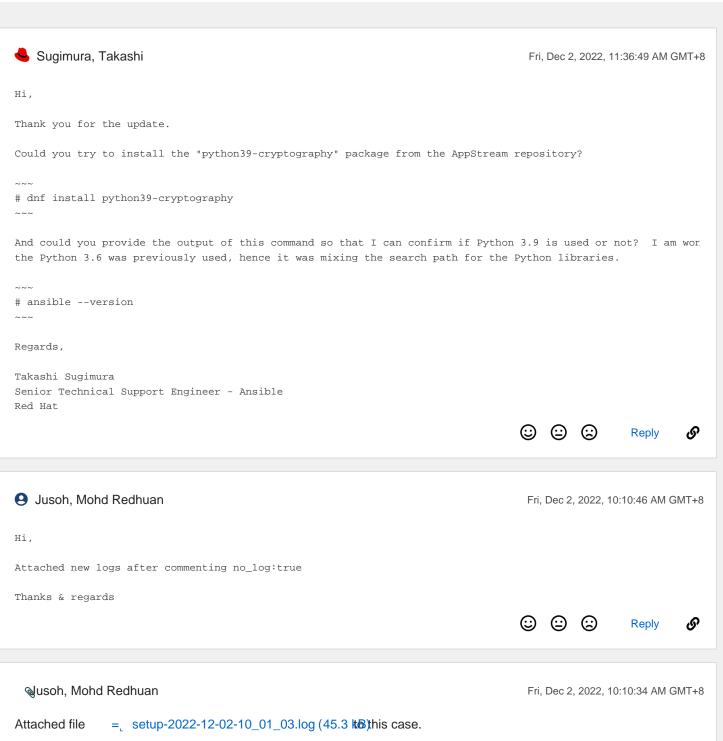




Reply

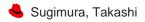
ଡ

```
(replying to Sugimura, Takashi)
> Hi.
> Thank you for the update.
> Could you try to install the "python39-cryptography" package from the AppStream repository?
> # dnf install python39-cryptography
> And could you provide the output of this command so that I can confirm if Python 3.9 is used or not? I am w
the Python 3.6 was previously used, hence it was mixing the search path for the Python libraries.
> # ansible --version
> Regards,
> Takashi Sugimura
> Senior Technical Support Engineer - Ansible
> Red Hat
Installed python3-cryptography and re-run setup.sh - Get the following error:
TASK [ansible.automation_platform_installer.postgres : create the postgresql database for awx] ***
fatal: [10.22.64.88]: FAILED! => {"changed": false, "msg": "Failed to import the required Python library (psyc
UATANSSVR01's Python /usr/bin/python. Please read the module documentation and install it in the appropriate 1
If the required library is installed, but Ansible is using the wrong Python interpreter, please consult the
documentation on ansible_python_interpreter"}
_____
Output of ansible version:
[awx@UATANSSVR01 ~]$ ansible --version
ansible [core 2.11.2]
 config file = /etc/ansible/ansible.cfg
 configured module search path = ['/var/lib/awx/.ansible/plugins/modules', '/usr/share/ansible/plugins/module
 ansible python module location = /usr/lib/python3.8/site-packages/ansible
 ansible collection location = /var/lib/awx/.ansible/collections:/usr/share/ansible/collections
 executable location = /usr/bin/ansible
 python version = 3.8.6 (default, Jan 22 2021, 11:41:28) [GCC & DQ.010928 (Red Hat 8.4.1-1)]
 jinja version = 2.10.3
 libyaml = True
[awx@UATANSSVR01 ~]$
[awx@UATANSSVR01 ~]$ alternatives --list | grep python
                     auto /usr/bin/python3
python3
                      auto /usr/bin/python3.9
How to point ansible python version to 3.9 ?
                                                                             \odot \odot \odot
                                                                                             Reply
                                                                                                      டு
```

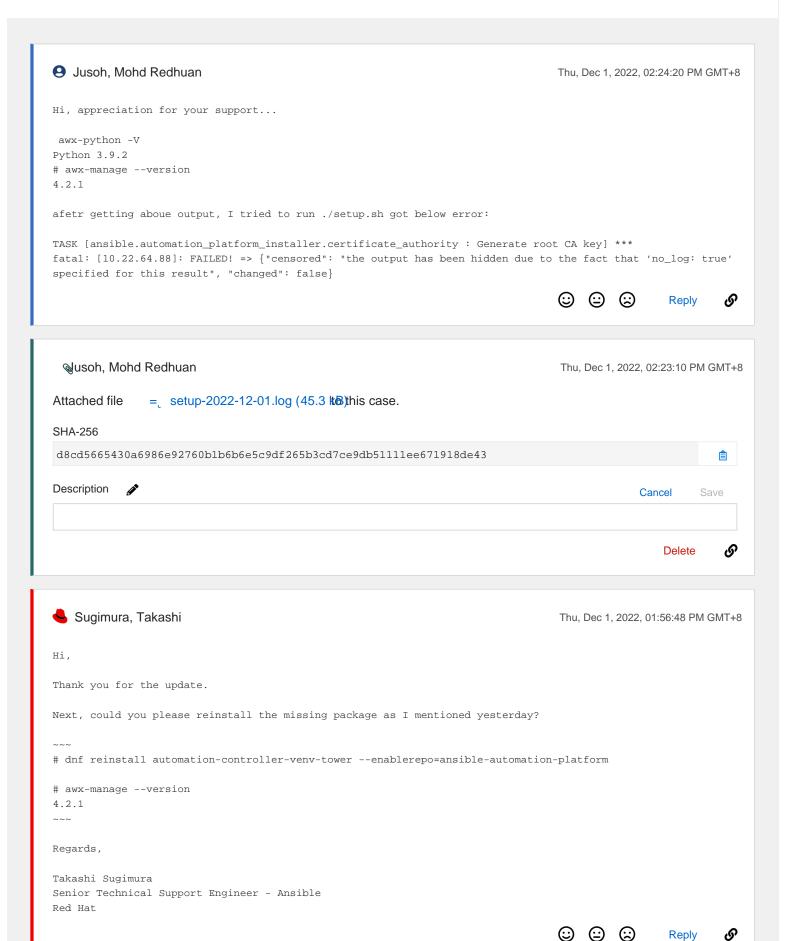








```
Hi.
Thank you for the update.
Can you modify the task as follows and run the setup.sh again in order to find the issue?
In the file
please modify the 'no_log: true' line to 'no_log: false' at these 3 tasks.
- name: Generate root CA key
 community.crypto.openssl privatekey:
   path: /etc/ansible-automation-platform/ca/ansible-automation-platform-managed-ca-key.key
   force: '{{ aap_ca_regenerate }}'
   size: '{{ aap_ca_cert_size }}'
   passphrase: '{{ aap_ca_pass | default(omit) }}'
   cipher: '{{ _aap_ca_passphrase_cipher | default(omit) }}'
 no_log: false # <==== this line
- name: Create CSR for CA certificate
 community.crypto.openssl_csr_pipe:
   privatekey_path: /etc/ansible-automation-platform/ca/ansible-automation-platform-managed-ca-key.key
   privatekey_passphrase: '{{ aap_ca_pass | default(omit) }}'
   common_name: Ansible Automation Platform
   organization_name: Ansible Automation Platform by Red Hat
   country_name: US
   use_common_name_for_san: false
   basic_constraints:
     - 'CA:TRUE'
   basic_constraints_critical: yes
   key_usage:
    - keyCertSign
   key_usage_critical: true
 no_log: false # <==== this line
 register: ca_csr
- name: Create AAP CA certificate
 community.crypto.x509_certificate:
  path: /etc/ansible-automation-platform/ca/ansible-automation-platform-managed-ca-cert.crt
  csr_content: "{{ ca_csr.csr }}"
  privatekey_path: /etc/ansible-automation-platform/ca/ansible-automation-platform-managed-ca-key.key
  privatekey_passphrase: '{{ aap_ca_pass | default(omit) }}'
   provider: selfsigned
 no_log: false # <==== this line
Thank you again for your continuous efforts.
Regards,
Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat
                                                                            Reply
                                                                                                     டு
```



```
Hi.
for awx-manage --version not getting
# alternatives --list
libnssckbi.so.x86_64
                                /usr/lib64/pkcs11/p11-kit-trust.so
                       auto
python
                                /usr/bin/python3
                       aut.o
ld
                                /usr/bin/ld.bfd
                        auto
ifup
                                /usr/libexec/nm-ifup
                        auto
cifs-idmap-plugin
                                /usr/lib64/cifs-utils/cifs_idmap_sss.so
                      auto
                                /usr/bin/ncat
nmap
                        auto
                                /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre/bin/java
java
                        auto
jre_openjdk
                                /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre
                       auto
jre_1.8.0
                                /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre
                        auto
jre_1.8.0_openjdk
                                /usr/lib/jvm/jre-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64
                       auto
cups_backend_smb
                        auto
                                /usr/bin/smbspool
libwbclient.so.0.15-64 auto
                                /usr/lib64/samba/wbclient/libwbclient.so.0.15
                                /usr/bin/python3.9
                        auto
                                /usr/sbin/sendmail.postfix
                        auto
# awx-python -V
Python 3.9.2
# awx-manage --version
Traceback (most recent call last):
 File "/usr/bin/awx-manage", line 33, in <module>
   {\tt sys.exit(load\_entry\_point('awx==4.2.1', 'console\_scripts', 'awx-manage')())}
 File "/usr/bin/awx-manage", line 22, in importlib_load_entry_point
   for entry_point in distribution(dist_name).entry_points
 \label{eq:file} File \ "/usr/lib64/python3.9/importlib/metadata.py", line 524, in distribution
   return Distribution.from_name(distribution_name)
 File "/usr/lib64/python3.9/importlib/metadata.py", line 187, in from_name
   raise PackageNotFoundError(name)
importlib.metadata.PackageNotFoundError: awx
```

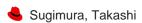












Нi,

Thank you for the update.

The python3 should be python3.9 for the AAP 2.2, could you please set it explicitly?

alternatives --set python3 /usr/bin/python3.9

alternatives --list

awx-python -V

Python 3.9.2

awx-manage --version

4.2.1

When you get the same result as mine, please try to run the setup.sh.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







© © Reply



Нi,

[root@UATANSSVR01 ~]# alternatives --auto python3 [root@UATANSSVR01 ~]# alternatives --list ${\tt libnssckbi.so.x86_64} \qquad {\tt auto} \qquad {\tt /usr/lib64/pkcs11/p11-kit-trust.so}$ python /usr/libexec/no-python auto auto /usr/bin/ld.bfd ld auto /usr/libexec/nm-ifup ifup cifs-idmap-plugin auto /usr/lib64/cifs-utils/cifs_idmap_sss.so nmap auto /usr/bin/ncat auto java /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre/bin/java auto /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre jre_openjdk auto /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre jre_1.8.0 jre_1.8.0_openjdk auto /usr/lib/jvm/jre-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64 cups_backend_smb /usr/bin/smbspool auto libwbclient.so.0.15-64 auto /usr/lib64/samba/wbclient/libwbclient.so.0.15 python3 /usr/bin/python3.6 auto auto /usr/sbin/sendmail.postfix

still using python 3.6, is that okay?

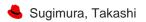
[root@UATANSSVR01 ~]# awx-python -V Python 3.6.8











Ηi,

Thank you for the prompt update.

I am still working to find the root cause of the current issue, but I found "automation-controller-venv-tower" installed and the python3 interpreter pointed to python3.8 manually.

Can you try to fix them with these commands? If you found the error output, please provide it to me.

alternatives --auto python3 # alternatives --list . . .

auto /usr/bin/python3.9 # <=== see if it is set as "auto" and 3.9. python3

Next, please install the missing package and confirm the output as mine.

dnf reinstall automation-controller-venv-tower --enablerepo=ansible-automation-platform . . . # awx-python -V Python 3.9.2

awx-manage --version

4.2.1

After that, please run the setup.sh again.

Please let me know how it goes. Thank you for your continuous efforts.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat

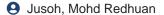






Reply





Wed, Nov 30, 2022, 01:35:45 PM GMT+8

Ηi,

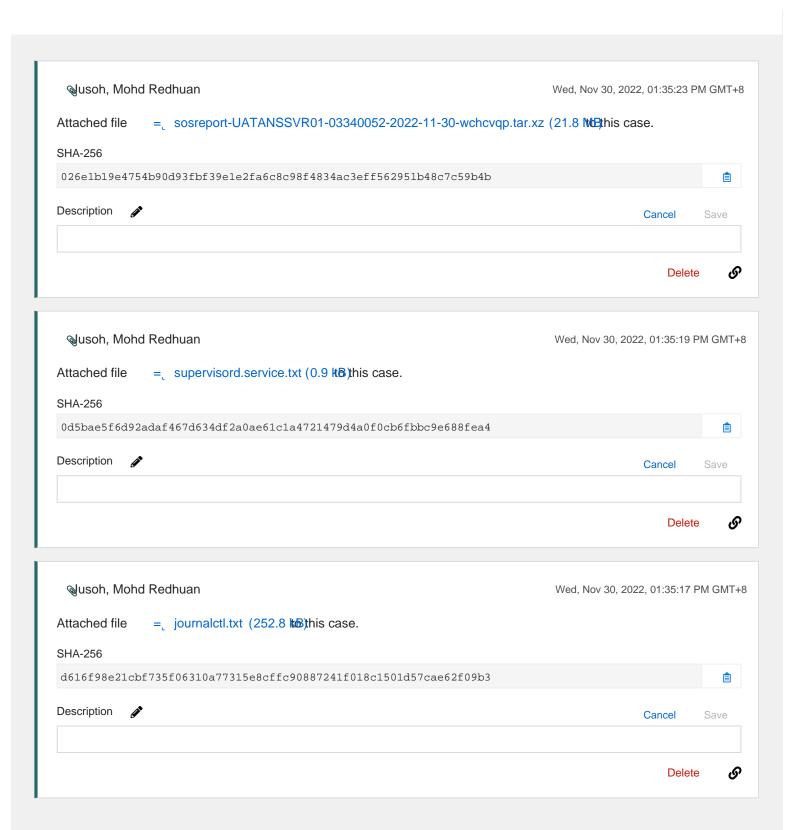
Attached the reports

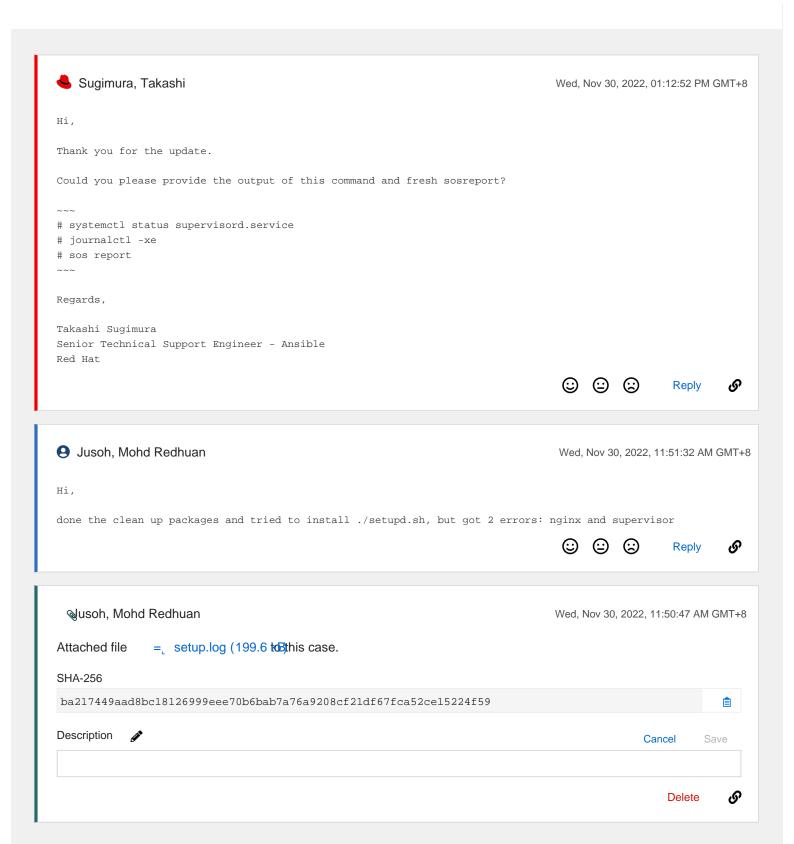








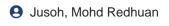












Tue, Nov 29, 2022, 05:34:31 PM GMT+8

Hi.

getting below error:

TASK [ansible.automation_platform_installer.automationcontroller : Get the controller version] *** fatal: [10.22.64.88]: FAILED! => {"changed": true, "cmd": "awx-manage version", "delta": "0:00:00.049302", "er "2022-11-29 17:32:08.033117", "msg": "non-zero return code", "rc": 1, "start": "2022-11-29 17:32:07.983815", " "Traceback (most recent call last):\n File \"/bin/awx-manage\", line 33, in <module>\n sys.exit(load_entry_point('awx==4.2.1', 'console_scripts', 'awx-manage')())\n File \"/bin/awx-manage\", line importlib_load_entry_point\n for entry_point in distribution(dist_name).entry_points\n File \"/usr/lib64/python3.8/importlib/metadata.py\", line 504, in distribution\n return Distribution.from_name(distribution_name)\n File \"/usr/lib64/python3.8/importlib/metadata.py\", line 177, ir from_name\n raise PackageNotFoundError(name)\nimportlib.metadata.PackageNotFoundError: awx", "stderr_lines" ["Traceback (most recent call last):", " File \"/bin/awx-manage\", line 33, in <module>", " sys.exit(load_entry_point('awx==4.2.1', 'console_scripts', 'awx-manage')())", " File \"/bin/awx-manage\", lir importlib_load_entry_point", " for entry_point in distribution(dist_name).entry_points", " File \"/usr/lib64/python3.8/importlib/metadata.py\", line 504, in distribution", " return $\label{limited_potential} Distribution_name(distribution_name)", " File \"/usr/lib64/python3.8/importlib/metadata.py\", line 177, line$ from_name", " raise PackageNotFoundError(name)", "importlib.metadata.PackageNotFoundError: awx"], "stdout": "stdout_lines": []}

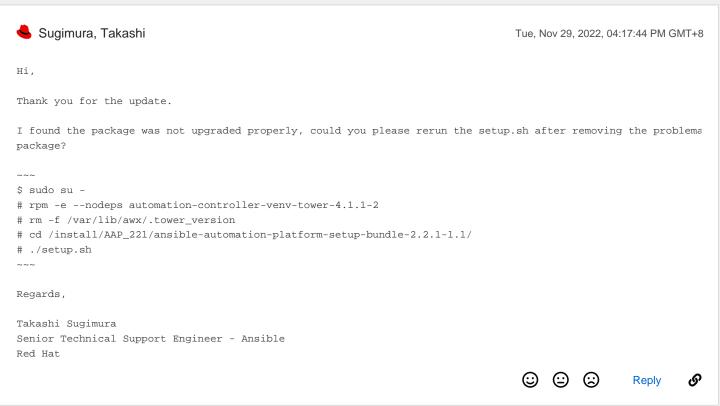


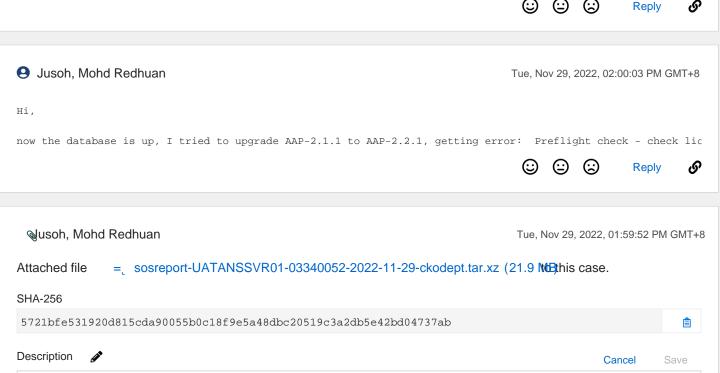






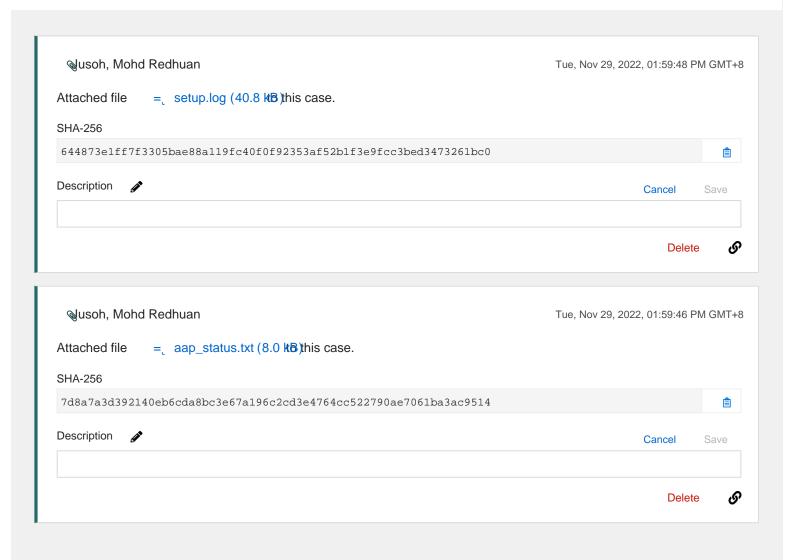






ଡ

Delete





Hi.

Thank you for the update.

< 2022-11-22 06:17:38.956 UTC >LOG: background worker "logical replication launcher" (PID 1312) exited with

< 2022-11-22 06:17:38.959 UTC >LOG: shutting down

< 2022-11-22 06:17:39.009 UTC >LOG: database system is shut down

According to the above log in your sosreport, logical replication seems to be misconfigured and it might be ca issue. So, could you please try to revert it and see if it starts correctly?

FYI&Please note that we do not assist with database replication or issues encountered through replication thro channel. I'd recommend reaching out to your DBA for further assistance here. If you're encountering any other issues with the Tower node itself, we'll be glad to assist. I ask for your kind understanding. You may read more about it in the following documentation:

https://access.redhat.com/articles/4010491 Red Hat Ansible Tower Database Scope of Coverage

Best Regards, Kevin Kim Technical Support Engineer Red Hat APAC







Reply

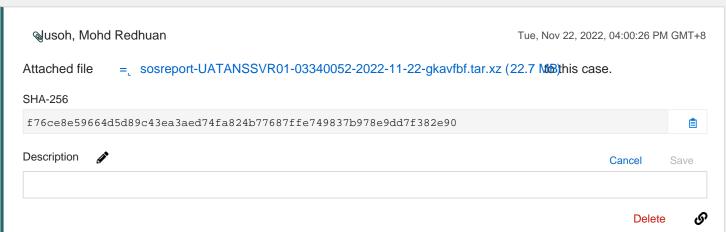


Jusoh, Mohd Redhuan

Tue, Nov 22, 2022, 04:00:33 PM GMT+8

```
[root@UATANSSVR01 pgsq1]# journalctl -u postgresql --no-pager --lines=100
-- Logs begin at Sat 2022-07-30 00:48:04 +08, end at Tue 2022-11-22 15:50:13 +08. --
Jul 30 00:48:15 UATANSSVR01 systemd[1]: Starting PostgreSQL database server...
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.178 UTC >LOG: starting PostgreSQL 12.5 c
redhat-linux-gnu, compiled by gcc (GCC) 8.30191121 (Red Hat 8.3.1-5), 64-bit
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.179 UTC >LOG: listening on IPv4 address
"0.0.0.0", port 5432
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.179 UTC >LOG: listening on IPv6 address
port 5432
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.181 UTC >LOG: listening on Unix socket
"/var/run/postgresql/.s.PGSQL.5432"
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.194 UTC >LOG: listening on Unix socket
"/tmp/.s.PGSQL.5432"
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.333 UTC >LOG: redirecting log output to
collector process
Jul 30 00:48:15 UATANSSVR01 postmaster[1163]: < 2022-07-29 16:48:15.333 UTC >HINT: Future log output will ap
directory "pg_log".
Jul 30 00:48:15 UATANSSVR01 systemd[1]: Started PostgreSQL database server.
Nov 22 14:17:38 UATANSSVR01 systemd[1]: Stopping PostgreSQL database server...
Nov 22 14:17:39 UATANSSVR01 systemd[1]: postgresql.service: Killing process 1272 (postmaster) with signal SIGK
Nov 22 14:17:39 UATANSSVR01 systemd[1]: postgresql.service: Succeeded.
Nov 22 14:17:39 UATANSSVR01 systemd[1]: Stopped PostgreSQL database server.
Nov 22 15:30:49 UATANSSVR01 systemd[1]: Starting PostgreSQL database server...
```

Nov 22 15:30:49 UATANSSVR01 systemd[1]: postgresql.service: Control process exited, code=exited status=1 Nov 22 15:30:49 UATANSSVR01 systemd[1]: postgresql.service: Failed with result 'exit-code'. Nov 22 15:30:49 UATANSSVR01 systemd[1]: Failed to start PostgreSQL database server. Nov 22 15:36:27 UATANSSVR01 systemd[1]: Starting PostgreSQL database server... Nov 22 15:36:27 UATANSSVR01 systemd[1]: postgresql.service: Control process exited, code=exited status=1 Nov 22 15:36:27 UATANSSVR01 systemd[1]: postgresql.service: Failed with result 'exit-code'. Nov 22 15:36:27 UATANSSVR01 systemd[1]: Failed to start PostgreSQL database server. [root@UATANSSVR01 pgsql]# tail -20 /var/lib/pgsql/data/pg_log/postgresql-Tue.log < 2022-11-22 06:17:38.950 UTC >LOG: received fast shutdown request < 2022-11-22 06:17:38.952 UTC >LOG: aborting any active transactions < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect to administrator command < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1627-/var/lib/awx/venv/awx/bin/daphne -u /var/run/t >FATAL: termina connection due to administrator command < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect to administrator command < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect to administrator command < 2022-11-22 06:17:38.952 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect to administrator command < 2022-11-22 06:17:38.954 UTC 10.22.64.88-1623-/usr/bin/awx-manage run_dispatcher >FATAL: terminating connect to administrator command < 2022-11-22 06:17:38.955 UTC 10.22.64.88-1629-/usr/bin/awx-manage run_wsbroadcast >FATAL: terminating connec to administrator command < 2022-11-22 06:17:38.955 UTC 10.22.64.88-1625-/usr/bin/awx-manage run_callback_receiver >FATAL: terminating connection due to administrator command < 2022-11-22 06:17:38.956 UTC >LOG: background worker "logical replication launcher" (PID 1312) exited with < 2022-11-22 06:17:38.959 UTC >LOG: shutting down < 2022-11-22 06:17:39.009 UTC >LOG: database system is shut down ଡ 0 0 0 Reply



Sugimura, Takashi

Нi,

Thank you for the prompt update.

Can you try to gather the logs with these commands?

journalctl -u postgresql --no-pager --lines=100 # tail -20 /var/lib/pgsql/data/pg_log/postgresql-Tue.log

Also, could you please provide the sosreport from the node UATANSSVR01 as well?

Unfortunately I am afraid to tell you that my shift will finish soon and I will be offline tomorrow due to our holiday in Japan. I asked another APAC engineer to reply to you tomorrow.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat











Jusoh, Mohd Redhuan

```
[root@UATANSSVR01 pgsql]# automation-controller-service status
 automation-controller.service - Automation Controller service
  Loaded: loaded (/etc/systemd/system/automation-controller.service; enabled; vendor preset: disabled)
  Active: active (exited) since Sat 2022-07-30 00:48:15 +08; 3 months 24 days ago
Main PID: 1400 (code=exited, status=0/SUCCESS)
   Tasks: 0 (limit: 204288)
  Memory: 0B
  CGroup: /system.slice/automation-controller.service
Jul 30 00:48:15 UATANSSVR01 systemd[1]: Starting Automation Controller service...
Jul 30 00:48:15 UATANSSVR01 systemd[1]: Started Automation Controller service.
 postgresql.service - PostgreSQL database server
  Loaded: loaded (/usr/lib/systemd/system/postgresql.service; enabled; vendor preset: disabled)
 Drop-In: /etc/systemd/system/postgresql.service.d
            override.conf
  Active: failed (Result: exit-code) since Tue 2022-11-22 15:36:27 +08; 3min 49s ago
 Process: 560715 ExecStartPre=/usr/libexec/postgresql-check-db-dir postgresql (code=exited, status=1/FAILURE)
Main PID: 1163 (code=exited, status=0/SUCCESS)
Nov 22 15:36:27 UATANSSVR01 systemd[1]: Starting PostgreSQL database server...
Nov 22 15:36:27 UATANSSVR01 systemd[1]: postgresql.service: Control process exited, code=exited status=1
Nov 22 15:36:27 UATANSSVR01 systemd[1]: postgresql.service: Failed with result 'exit-code'.
Nov 22 15:36:27 UATANSSVR01 systemd[1]: Failed to start PostgreSQL database server.
ř redis.service - Redis persistent key-value database
  Loaded: loaded (/usr/lib/systemd/system/redis.service; enabled; vendor preset: disabled)
 Drop-In: /etc/systemd/system/redis.service.d
           limit.conf, override.conf
  Active: active (running) since Tue 2022-11-22 14:30:32 +08; 1h 9min ago
Main PID: 549731 (redis-server)
  Status: "Ready to accept connections"
   Tasks: 5 (limit: 204288)
  Memory: 7.4M
  CGroup: /system.slice/redis.service
            549731 /usr/bin/redis-server 127.0.0.1:0
Nov 22 14:30:32 UATANSSVR01 systemd[1]: Starting Redis persistent key-value database...
Nov 22 14:30:32 UATANSSVR01 systemd[1]: Started Redis persistent key-value database.
Nov 22 14:30:32 UATANSSVR01 systemd[1]: redis.service: Current command vanished from the unit file, execution
command list won't be resumed.
* nginx.service - The nginx HTTP and reverse proxy server
  Loaded: loaded (/usr/lib/systemd/system/nginx.service; enabled; vendor preset: disabled)
 Drop-In: /etc/systemd/system/nginx.service.d
not able to start postgressql service
                                                                                 \odot \odot \odot
                                                                                                            ଡ
                                                                                                   Reply
```

🗕 Sugimura, Takashi

Hi.

Thank you for the update.

The error message indicates that the PostgreSOL service is not connected on the node (10.22.64.88). Can you p confirm if it is running or not?

\$ sudo su -# automation-controller-service status # systemctl status postgresgl.service

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

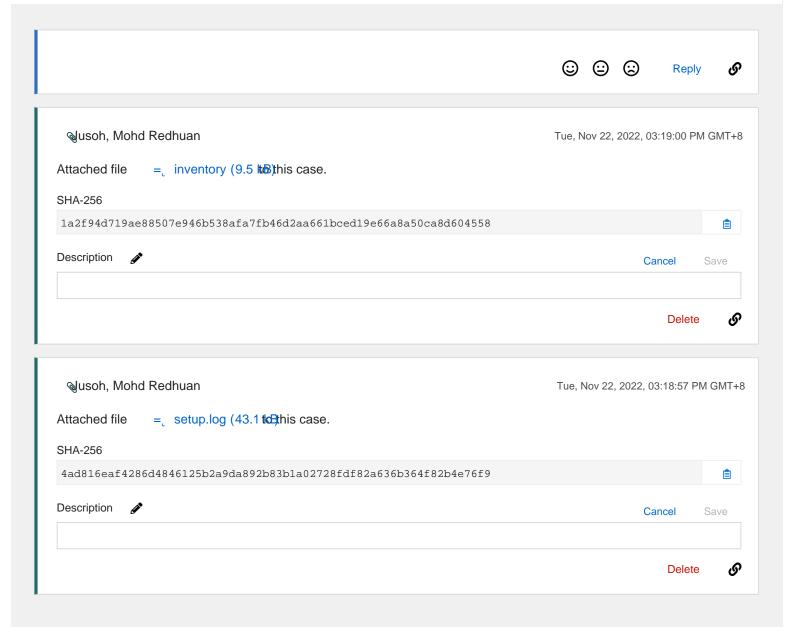
Tue, Nov 22, 2022, 03:19:10 PM GMT+8

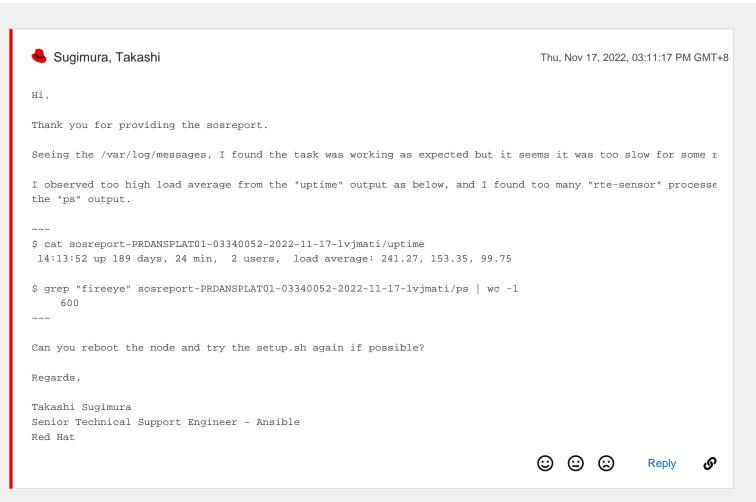
Ηi,

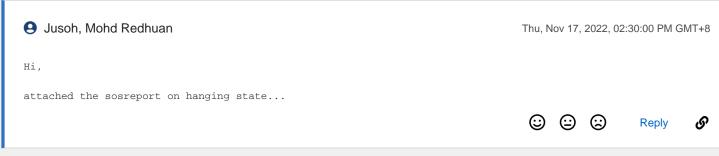
Regards,

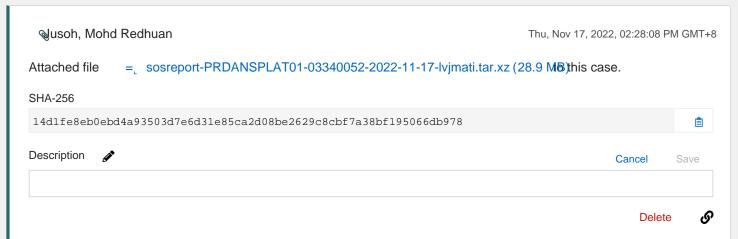
I tried same upgrade on UAT environment, getting different error

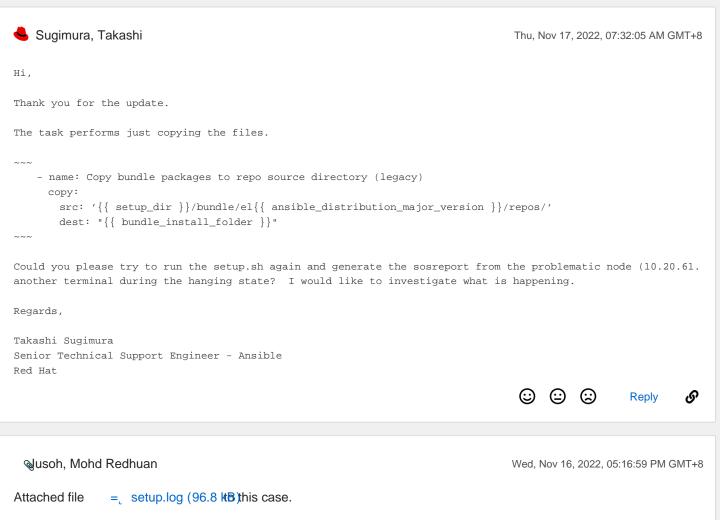
TASK [ansible.automation_platform_installer.preflight : Preflight check - check license type] *** fatal: [10.22.64.88]: FAILED! => {"changed": true, "cmd": "awx-manage check_license", "delta": "0:00:00.662068 "2022-11-22 15:17:40.772565", "msg": "non-zero return code", "rc": 1, "start": "2022-11-22 15:17:40.110497", " "Traceback (most recent call last):\n File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 217, in ensure_connection\n self.connect()\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 195, in connect\ packages/django/db/backends/postgresql/base.py\", line 178, in get_new_connection\n connection = Database.connect(**conn_params)\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/psycopg2/__init_ line 126, in connect\n conn = _connect(dsn, connection_factory=connection_factory, **kwasync)\npsycopg2.OperationalError: could not connect to server: Connection refused\n\tIs the server runnin "127.0.0.1" and accepting \n\tTCP/IP connections on port 5432?\n\nThe above exception was the direct cause packages/awx/__init__.py\", line 155, in manage\n if (connection.pg_version // 10000) < 12:\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/__init__.py\", line 28, in __getattr__\n $\texttt{getattr}(\texttt{connections} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{item}) \\ \texttt{n} \ \texttt{File} \ \texttt{"/var/lib/awx/venv/awx/lib64/python3.8/sitematical energy} \\ \texttt{performations} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{item}) \\ \texttt{n} \ \texttt{File} \ \texttt{"/var/lib/awx/venv/awx/lib64/python3.8/sitematical energy} \\ \texttt{performations} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{item}) \\ \texttt{n} \ \texttt{performations} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{n} \ \texttt{performations} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{n} \ \texttt{performations} \texttt{[DEFAULT_DB_ALIAS]}, \ \texttt{performations} \texttt{[DEFAULT$ res = instance.__dict__[self.name] = packages/django/utils/functional.py\", line 80, in __get__\n self.func(instance)\n File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/postgresql/base.py\", line 282, in pg_version\n with self.temporary_connection(\"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 593, in temporary_connection\n with self.cursor() as cursc File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 256, in cur return self._cursor()\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/ba self.ensure_connection()\n File \"/var/lib/awx/venv/awx/lib64/python3.8/siteline 233, in cursor\n packages/django/db/backends/base/base.py\", line 217, in ensure_connection\n self.connect()\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/utils.py\", line 89, in __exit__\n dj_exc_value.with_traceback(traceback) from exc_value\n File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 217, in ensure_connection\n self.connect()\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 195, in connect\ self.connection = self.get_new_connection(conn_params)\n File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/postgresql/base.py\", line 178, in get_new_connection\n Database.connect(**conn_params)\n File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/psycopg2/__init_ line 126, in connect\n conn = _connect(dsn, connection_factory=connection_factory, **kwasync)\ndjango.db.utils.OperationalError: could not connect to server: Connection refused\n\tIs the server on host \"127.0.0.1\" and accepting\n\tTCP/IP connections on port 5432?", "stderr_lines": ["Traceback (most re last):", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line ensure_connection", " self.connect()", " File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 195, in connect", " self.connection = Database.connect(**conn_params)", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/psycopg2/__ini line 126, in connect", " conn = _connect(dsn, connection_factory=connection_factory, **kwasync)", "psycopg2.OperationalError: could not connect to server: Connection refused", "\tls the server running on host "127.0.0.1" and accepting", "\tTCP/IP connections on port 5432?", "", "", "The above exception was the direction of the connection of of the following exception:", "", "Traceback (most recent call last):", " File $\"/\$ File $\"/\$ bin/awx-manage $\"/\$ line 11, <module>", " load_entry_point('awx==4.1.1', 'console_scripts', 'awx-manage')()", " File $\label{limit} $$ \''' / var/lib/awx/venv/awx/lib64/python 3.8/site-packages/awx/_init_.py\\", line 155, in manage", "line 155, in manage$ $(\texttt{connection.pg_version} \ // \ 10000) \ < \ 12:", " File \ "/var/lib/awx/venv/awx/lib64/python3.8/site-property of the action of the actio$ $packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr_", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in __getattr__", " return getattr(connections[DEFAULT_DB_ALIAS], the packages/django/db/_init_.py\\", line 28, in _getattr__", " return getattr__", " ret$ " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/utils/functional.py\", line 80, in __get_ res = instance.__dict__[self.name] = self.func(instance)", " File \"/var/lib/awx/venv/awx/lib64/python3.8/sit packages/django/db/backends/postgresql/base.py\", line 282, in pg_version", " with self.temporary connectic \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 593, in temporary_connection", " with self.cursor() as cursor:", " File \"/var/lib/awx/venv/awx/lib64/python3.8/si packages/django/db/backends/base/base.py\", line 256, in cursor", " return self._cursor()", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 233, in _cursor" self.ensure_connection()", " File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 217, in ensure_connection", " self.connect()", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/utils.py\", line 89, in __exit__", " dj_exc_value.with_traceback(traceback) from exc_value", " File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/base/base.py\", line 217, in ensure_connection", " self.connect()", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py\", line 195, in connect" self.connection = self.get_new_connection(conn_params)", " File \"/var/lib/awx/venv/awx/lib64/python3.8/sitepackages/django/db/backends/postgresql/base.py\", line 178, in get_new_connection", " connection = Database.connect(**conn_params)", " File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/psycopg2/__ini line 126, in connect", " conn = _connect(dsn, connection_factory=connection_factory, **kwasync)", "django.db.utils.OperationalError: could not connect to server: Connection refused", "\tIs the server running \"127.0.0.1\" and accepting", "\tTCP/IP connections on port 5432?"], "stdout": "", "stdout_lines": []}













Wed, Nov 16, 2022, 05:16:53 PM GMT+8

Ηi,

still same, I key in "Enter" it's not going to next task, have enough memory and have directory "/var/lib/ans automation-platform-bundle"

[awx@PRDANSPLAT01 ansible-automation-platform-bundle]\$ pwd /var/lib/ansible-automation-platform-bundle

[awx@PRDANSPLAT01 ansible-automation-platform-bundle]\$ df -h

| • | | | - 1 | | |
|-----------------------|-------|------|-------|------|----------------|
| Filesystem | Size | Used | Avail | Use% | Mounted on |
| devtmpfs | 16G | 0 | 16G | 0% | /dev |
| tmpfs | 16G | 632K | 16G | 1% | /dev/shm |
| tmpfs | 16G | 1.6G | 15G | 11% | /run |
| tmpfs | 16G | 0 | 16G | 0% | /sys/fs/cgroup |
| /dev/mapper/rhel-root | 100G | 46G | 55G | 46% | / |
| /dev/mapper/rhel-home | 33G | 268M | 33G | 1% | /home |
| /dev/sda1 | 1014M | 202M | 813M | 20% | /boot |
| tmpfs | 3.2G | 0 | 3.2G | 0% | /run/user/0 |
| tmpfs | 3.2G | 0 | 3.2G | 0% | /run/user/986 |
| /dev/loop0 | 9.5G | 9.5G | 0 | 100% | /media/rheldvd |







Reply





Wed, Nov 16, 2022, 07:35:43 AM GMT+8

Ηi,

Thank you for the update.

The task "TASK [ansible.automation_platform_installer.repo_management : Copy bundle packages to repo source di has a known issue that the rsync waits for a password prompt when the privilege escalation is enabled with a p It cannot be avoidable but if you type simply "Enter" key then the playbook will go forward to the next task ("legacy" one).

And could you check if you can create the directory "/var/lib/ansible-automation-platform-bundle" on the node 10.20.61.183 or not? Also, does the node have enough disk space?

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Tue, Nov 15, 2022, 05:12:27 PM GMT+8

Ηi,

Now I tried to upgrade AAP2.2, it's not moving from here

TASK [ansible.automation_platform_installer.repo_management : Copy bundle packages to repo source directory] * fatal: [10.20.61.184]: FAILED! => {"changed": false, "cmd": "/usr/bin/rsync --delay-updates -F --compress --de after --archive --rsh='/usr/bin/ssh -S none -o StrictHostKeyChecking=no -o UserKnownHostsFile=/dev/null' --rsy path='sudo -u root rsync' --out-format='<<CHANGED>>%i %n%L' /install/AAP_221/ansible-automation-platform-setup 2.2.1-1.1/./bundle/el8/repos/ 10.20.61.184:/var/lib/ansible-automation-platform-bundle", "msg": "Warning: Perm added '10.20.61.184' (ED25519) to the list of known hosts.\r\nWARNING! YOU HAVE ENTERED A SECURED ZONE. YOUR A ARE BEING MONITORED. This system is restricted to authorized users only. IT IS AN OFFENCE TO CONTINUE WITHOUT AUTHORIZATION. Individuals attempting unauthorized access will be prosecuted. If you are unauthorized users, p terminate now!!\n\nsudo: a terminal is required to read the password; either use the -S option to read from st input or configure an askpass helper\nrsync: connection unexpectedly closed (0 bytes received so far) [sender] error: error in rsync protocol data stream (code 12) at io.c(226) [sender=3.1.3]\n", "rc": 12} fatal: [10.20.61.185]: FAILED! => {"changed": false, "cmd": "/usr/bin/rsync --delay-updates -F --compress --de after --archive --rsh='/usr/bin/ssh -S none -o StrictHostKeyChecking=no -o UserKnownHostsFile=/dev/null' --rsy path='sudo -u root rsync' --out-format='<<CHANGED>>%i %n%L' /install/AAP_221/ansible-automation-platform-setup 2.2.1-1.1/./bundle/el8/repos/ 10.20.61.185:/var/lib/ansible-automation-platform-bundle", "msg": "Warning: Perm added '10.20.61.185' (ED25519) to the list of known hosts.\r\nWARNING! YOU HAVE ENTERED A SECURED ZONE. YOUR A ARE BEING MONITORED. This system is restricted to authorized users only. IT IS AN OFFENCE TO CONTINUE WITHOUT AUTHORIZATION. Individuals attempting unauthorized access will be prosecuted. If you are unauthorized users, p terminate now!!\n\nsudo: a terminal is required to read the password; either use the -S option to read from st input or configure an askpass helper\nrsync: connection unexpectedly closed (0 bytes received so far) [sender] error: error in rsync protocol data stream (code 12) at io.c(226) [sender=3.1.3]\n", "rc": 12} after --archive --rsh='/usr/bin/ssh -S none -o StrictHostKeyChecking=no -o UserKnownHostsFile=/dev/null' --rsy path='sudo -u root rsync' --out-format='<<CHANGED>>%i %n%L' /install/AAP_221/ansible-automation-platform-setur 2.2.1-1.1/./bundle/el8/repos/~10.20.61.183:/var/lib/ansible-automation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~Permation-platform-bundle",~"msg":~"Warning:~"Waadded '10.20.61.183' (ED25519) to the list of known hosts.\r\nWARNING! YOU HAVE ENTERED A SECURED ZONE. YOUR A ARE BEING MONITORED. This system is restricted to authorized users only. IT IS AN OFFENCE TO CONTINUE WITHOUT $\hbox{\tt AUTHORIZATION. Individuals attempting unauthorized access will be prosecuted. If you are unauthorized users, {\tt p} \\$ terminate now!!\n\nsudo: a terminal is required to read the password; either use the -S option to read from st input or configure an askpass helper\nrsync: connection unexpectedly closed (0 bytes received so far) [sender] error: error in rsync protocol data stream (code 12) at io.c(226) [sender=3.1.3]\n", "rc": 12} TASK [ansible.automation platform installer.repo management : Remove old bundle packages source directory (lec changed: [10.20.61.185] => {"changed": true, "path": "/var/lib/ansible-automation-platform-bundle", "state": " changed: [10.20.61.184] => {"changed": true, "path": "/var/lib/ansible-automation-platform-bundle", "state": " ok: [10.20.61.183] => {"changed": false, "path": "/var/lib/ansible-automation-platform-bundle", "state": "abse TASK [ansible.automation_platform_installer.repo_management : Copy bundle packages to repo source directory (1 changed: [10.20.61.185] => {"changed": true, "dest": "/var/lib/ansible-automation-platform-bundle/", "src": "/install/AAP_221/ansible-automation-platform-setup-bundle-2.2.1-1.1/bundle/el8/repos/"} changed: [10.20.61.184] => {"changed": true, "dest": "/var/lib/ansible-automation-platform-bundle/", "src": "/install/AAP_221/ansible-automation-platform-setup-bundle-2.2.1-1.1/bundle/el8/repos/"}

 $\Theta \ \Theta \ \Theta$

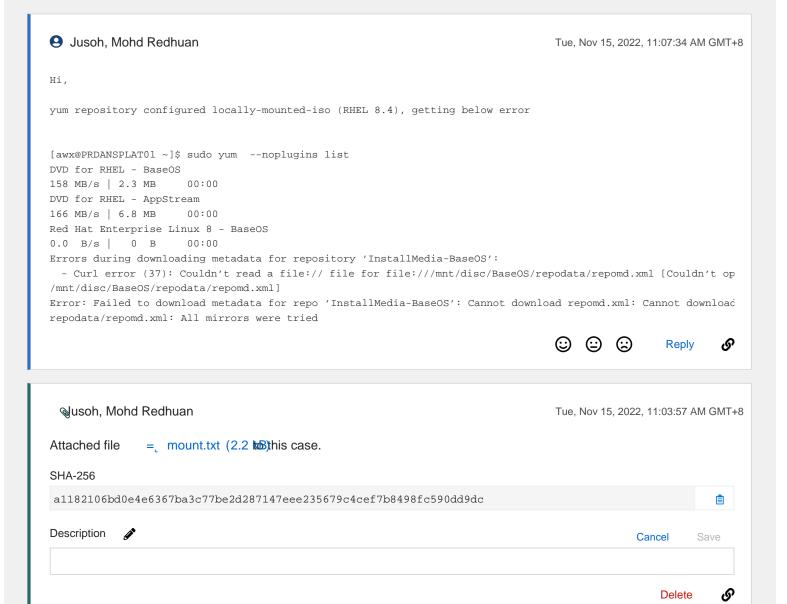
Reply

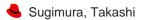
જ











Hi.

Thank you for the updates.

For a disconnected environment, I recommend creating offline repositories for RHEL in order to install the pac

Need to set up yum repository for locally-mounted DVD on Red Hat Enterprise Linux 8 https://access.redhat.com/solutions/3776721

If it still fails, please provide the whole setup.log file and inventory file so that I can investigate the is Your password information can be redacted.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







Reply



Jusoh, Mohd Redhuan

Tue, Nov 1, 2022, 05:27:29 PM GMT+8

Our Ansible servers do not have access to Internet. Any package dependencies will not be able to resolve if it a download during setup. Can you please provide the dependencies (offline packages links) to download? Thanks.







Reply



Jusoh, Mohd Redhuan

Tue, Nov 1, 2022, 05:08:22 PM GMT+8

Ηi,

Installation failed because of missing library - python3-pyOpenSSL.

TASK [ansible.automation_platform_installer.certificate_authority : include_tasks] *** included: /install/AAP_221/ansible-automation-platform-setup-bundle-2.2.1- $1.1/collections/ansible_collections/ansible/automation_platform_installer/roles/certificate_authority/tasks/irroles/certificate_authorit$ for 10.20.61.183

TASK [ansible.automation_platform_installer.certificate_authority : Ensure python cryptography libraries are i

ok: [10.20.61.183] => {"changed": false, "msg": "Nothing to do", "rc": 0, "results": []}

TASK [ansible.automation_platform_installer.certificate_authority : Ensure python3-pyOpenSSL libraries are ins

fatal: [10.20.61.183]: FAILED! => {"changed": false, "failures": [], "msg": "Unknown Error occurred: Some pack local repository have incorrect checksum", "rc": 1, "results": []}

10.20.61.183 : ok=46 changed=6 unreachable=0 failed=1 skipped=88 rescued=0 ignor 10.20.61.184 : ok=40 changed=6 unreachable=0 failed=0 skipped=47 rescued=0 ignor 10.20.61.185 : ok=40 changed=6 unreachable=0 failed=0 skipped=47 rescued=0 ignor localhost changed=1 unreachable=0 failed=0 skipped=1 rescued=0 ignor

[error] Oops! An error occurred while running setup.

Setup log saved to /var/log/tower/setup-2022-11-01-16:43:04.log.

When we try to install pyOpenSSL-22.1.0-py3-none-any.whl, it failed with below error:

[awx@PRDANSPLAT01 tmp]\$ sudo pip3 install pyOpenSSL-22.1.0-py3-none-any.whl [sudo] password for awx:

WARNING: Running pip install with root privileges is generally not a good idea. Try 'pip3 install --user' inst Processing ./pyOpenSSL-22.1.0-py3-none-any.whl

WARNING: Retrying (Retry(total=4, connect=None, read=None, redirect=None, status=None)) after connection broke 'NewConnectionError('<pip._vendor.urllib3.connection.HTTPSConnection object at 0x7f7147b1c190>: Failed to esta new connection: [Errno 101] Network is unreachable')': /simple/cryptography/

WARNING: Retrying (Retry(total=3, connect=None, read=None, redirect=None, status=None)) after connection broke 'NewConnectionError('<pip._vendor.urllib3.connection.HTTPSConnection object at 0x7f7147bc0e20>: Failed to esta new connection: [Errno 101] Network is unreachable')': /simple/cryptography/

WARNING: Retrying (Retry(total=2, connect=None, read=None, redirect=None, status=None)) after connection broke 'NewConnectionError('<pip. vendor.urllib3.connection.HTTPSConnection object at 0x7f7147bc0fd0>: Failed to esta new connection: [Errno 101] Network is unreachable')': /simple/cryptography/

WARNING: Retrying (Retry(total=1, connect=None, read=None, redirect=None, status=None)) after connection broke 'NewConnectionError('<pip._vendor.urllib3.connection.HTTPSConnection object at 0x7f7147bc0fa0>: Failed to esta new connection: [Errno 101] Network is unreachable')': /simple/cryptography/

WARNING: Retrying (Retry(total=0, connect=None, read=None, redirect=None, status=None)) after connection broke 'NewConnectionError('<pip._vendor.urllib3.connection.HTTPSConnection object at 0x7f7147b229d0>: Failed to esta new connection: [Errno 101] Network is unreachable')': /simple/cryptography/

ERROR: Could not find a version that satisfies the requirement cryptography<39,>=38.0.0 (from pyOpenSSL==22.1. versions: none)

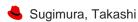
ERROR: No matching distribution found for cryptography<39,>=38.0.0 (from pyOpenSSL==22.1.0)











Нi,

Thank you for the update.

Can you try to add the following line at the [all:vars] section in your inventory file?

ansible_become=true

Or you can run the "-b" option (--become option) in the command line like this. Please note that these option be specified after the "--" so that the options are passed into the ansible-playbook command inside the setup. procedures.

\$./setup.sh -b -- -b -k -K

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat











Jusoh, Mohd Redhuan

ok: [10.20.61.183]

Hi.

I tried to take backup (./setup.sh -b) on AAP 2.1.1 getting below error, using awx user and this user have successedaccess...

```
TASK [ansible.automation_platform_installer.config_dynamic : Set postgres host and port to local if not set] *
skipping: [10.20.61.183] => {"changed": false, "skip_reason": "Conditional result was False"}
skipping: [10.20.61.184] => {"changed": false, "skip_reason": "Conditional result was False"}
skipping: [10.20.61.185] => {"changed": false, "skip_reason": "Conditional result was False"}
```

TASK [ansible.automation_platform_installer.config_dynamic : Ensure connectivity to hosts and gather facts] ** ok: [10.20.61.185] ok: [10.20.61.184]

TASK [ansible.automation_platform_installer.config_dynamic : Ensure user is root] *** fatal: [10.20.61.183]: FAILED! => {"changed": false, "msg": "UID on remote machine is 986 (0 required). Check connection and become settings." } fatal: [10.20.61.184]: FAILED! => {"changed": false, "msg": "UID on remote machine is 986 (0 required). Check connection and become settings."}

fatal: [10.20.61.185]: FAILED! => {"changed": false, "msg": "UID on remote machine is 986 (0 required). Check connection and become settings."}

| 10.20.61.183 | : ok=7 | changed=0 | unreachable=0 | failed=1 | skipped=27 | rescued=0 | ignor |
|--------------|--------|-----------|---------------|----------|------------|-----------|-------|
| 10.20.61.184 | : ok=6 | changed=0 | unreachable=0 | failed=1 | skipped=4 | rescued=0 | ignor |
| 10.20.61.185 | : ok=6 | changed=0 | unreachable=0 | failed=1 | skipped=4 | rescued=0 | ignor |
| localhost | : ok=2 | changed=0 | unreachable=0 | failed=0 | skipped=0 | rescued=0 | ignor |

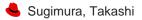








Reply



Tue, Nov 1, 2022, 07:00:31 AM GMT+8

Нi,

Thank you for reducing the severity of this support case.

I will keep the status pending open as 'Waiting on Customer'. If you have any concerns or questions, please f to update the case.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible







Reply



Jusoh, Mohd Redhuan

Mon, Oct 31, 2022, 05:14:46 PM GMT+8

Severity update

Severity changed from 2 (High) to 3 (Normal)

Description

Reduce severity as we need to schedule time for upgrade at client's environment.







Reply



🗕 Sugimura, Takashi

Hi.

Thank you for the update.

You can upgrade your AAP 2.1.1 installation to the current version 2.2.1 as the following steps, which are sim the fresh installation.

- 1) Take a backup for sure. (./setup.sh -b)
- 2) Download the bundled installer from the customer portal.

https://access.redhat.com/downloads/content/480/ver=2.2/rhel---8/2.2/x86_64/product-software

3) Extract the 2) and configure the inventory file on it. You may have the current inventory file at /install/AAP_211/ansible-automation-platform-setup-bundle-2.1.1-2/inventory on the PRDANSPLAT01 (10.20.61.183)

The structure of the inventory file is the same as the previous version though, I recommend copying the templa in the installer and modifying it for your installation.

4) Upgrading the cluster with performing ./setup.sh on the AAP 2.2.1 installer directory. The setup.sh proced upgrade all nodes in the cluster at once. I recommend planning a maintenance window for a few hours.

Please let me know if you have any questions or concerns.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat











Jusoh, Mohd Redhuan

Fri, Oct 28, 2022, 01:13:40 PM GMT+8

Ηi,

We are using cluster, Please provide the steps to upgrade all three servers.

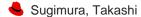






Reply





Tue, Oct 25, 2022, 01:45:20 PM GMT+8

Ηi,

Thank you for providing the files.

I investigated your sosreport, I found the database connection sometimes had been lost like below from /var/log/tower/tower.log that may take a long time to launch a job because the retrying didn't perform immedia

```
It is the known issue on the automation controller 4.1.1 (AAP 2.1.1), and the fix is implemented on 4.1.3 and
Could you please consider upgrading the AAP to the fixed version?
2022-10-25 02:53:43,170 ERROR
                                [-] awx.conf.settings Database settings are not available, using defaults.
Traceback (most recent call last):
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py", line 235, in _cu
   return self._prepare_cursor(self.create_cursor(name))
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/postgresql/base.py", line 223,
create cursor
   cursor = self.connection.cursor()
psycopg2. InterfaceError: connection already closed
The above exception was the direct cause of the following exception:
Traceback (most recent call last):
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/awx/conf/settings.py", line 81, in _ctit_db_wrappe
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/awx/conf/settings.py", line 405, in __getattr__
   value = self._get_local(name)
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/awx/conf/settings.py", line 327, in _get_local
   self._preload_cache()
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/awx/conf/settings.py", line 296, in _preload_cache
   for setting in Setting.objects.filter(key_in=settings_to_cache.keys(), user__isnull=True).order_by('pk'):
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/models/query.py", line 274, in __iter__
   self._fetch_all()
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/models/query.py", line 1242, in _fetch_a
   self._result_cache = list(self._iterable_class(self))
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/models/query.py", line 55, in __iter__
   results = compiler.execute_sql(chunked_fetch=self.chunked_fetch, chunk_size=self.chunk_size)
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/models/sql/compiler.py", line 1140, in
execute sql
   cursor = self.connection.cursor()
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py", line 256, in cur
   return self._cursor()
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py", line 235, in _cu
   return self._prepare_cursor(self.create_cursor(name))
 File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/utils.py", line 89, in __exit__
   raise dj_exc_value.with_traceback(traceback) from exc_value
  File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/base/base.py", line 235, in _cu
   return self._prepare_cursor(self.create_cursor(name))
  File "/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/postgresql/base.py", line 223,
create cursor
   cursor = self.connection.cursor()
django.db.utils.InterfaceError: connection already closed
2022-10-25 02:53:43,167 INFO
                                [-] awx.main.consumers client
```

 $\verb|'specific.1a48da8f6ab844d08936b807a750aa13!f06a4ead0a844d8bacb3b5bc4d382f59'| disconnected from the broadcast \textit{g} in the control of the broadcast \textit{g} in the control of the broadcast \textit{g} in th$ And also, I can see a huge number of processes of the sensor '/opt/fireeye/bin/rte-sensor' in the 'ps' output. processes consume a lot of memory, it may impact the performance of the controller node. I would recommend the first option to upgrade. Regards, Takashi Sugimura Senior Technical Support Engineer - Ansible \odot \odot \odot \mathcal{G} Reply Jusoh, Mohd Redhuan Tue, Oct 25, 2022, 12:17:44 PM GMT+8 Please find the sos report and pod images Reply Susoh, Mohd Redhuan Tue, Oct 25, 2022, 12:17:19 PM GMT+8 Attached file = sosreport-PRDANSPLAT01-03340052-2022-10-25-zsqbawn.tar.xz (29.0 MB)this case. SHA-256 380f1261760574699ff6120c8e03288e7168cc5b62b3ae2aaed9f558bf20ea6f Ê Description 🧳

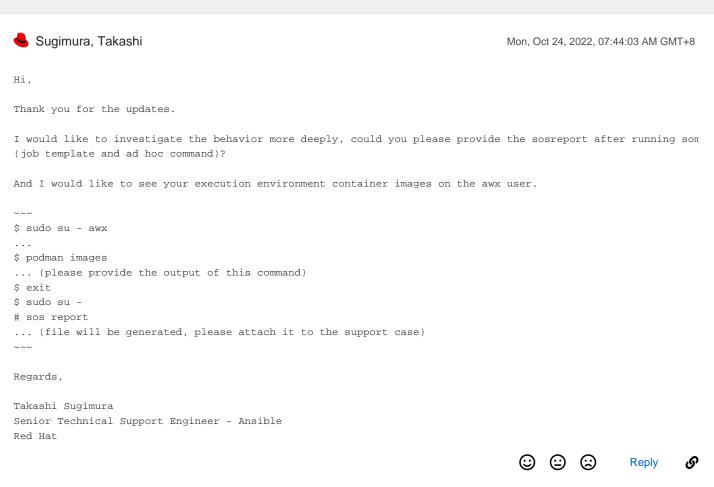
Cancel

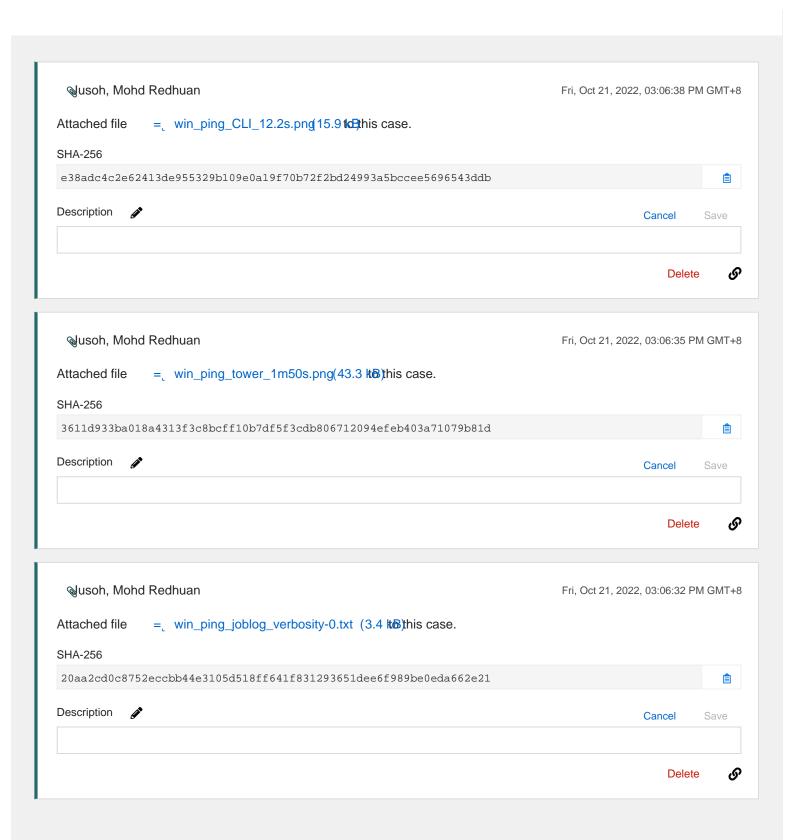
Delete

Save

જ









Fri, Oct 21, 2022, 03:04:42 PM GMT+8

Jusoh, Mohd Redhuan

```
(replying to Sugimura, Takashi)
> Hi.
> Thank you for the update.
> For the remainder of the duration i.e. 3m 29s(elapsed) - 1m 46s = **1m 43s**, I noticed a lot of kerberos
happening with our AD server PRDDC04. Can you suggest anything to speed things up here? I also see a lot of fa
key retrieval. We have already run kinit ansible user in all 3 cluster env separately but to no avail.
> I can see the kerberos related logs were shown in the log as you mentioned, but it seems it took within 1 se
perform. I suppose there may be a good way to utilize the credential cache in kerberos (ccache) though, I als
it will not be effective to reduce the execution time.
> I would like to pay attention to the starting time of each task.
> Tuesday 18 October 2022 07:25:55 +0000 (0:00:00.179) 0:00:00.179 *******
> Tuesday 18 October 2022
Hi Takashi,
```

Noted your advice on reducing debugs, etc. We will surely reduce unnecessary debugs to a minimal. The reason wconcerned with the loading/start-up time of a particular job is because we have multiple job templates that ne run individually due to client's requirement. Hence, for each launch, we will waste almost 2 minutes of waitir before our playbook actually starts doing the required tasks. The management has stated their dissatisfaction waiting time as unacceptable because critical applications are relying on the completion of these playbooks. § ansible tasks took even longer that manual human intervention.

I request if you could help shorten the time of loading a job template. Initially we thought Kerberos was the bottleneck, but if you think it's not the issue, can you please suggest how we can expedite the loading of the the controller?

I have here a simple win_ping task, with both execution from CLI & controller. The CLI took 12s, while control elapsed time was 1m50s. Attached the logs and screenshot for your reference. Since this is just a win_ping mod should not contain any of our customized tasks. Appreciate if you can identify the root cause to this resource intensive checking / loading of controller EE. Please let me know if you need any other logs or info. Thank yo







Reply



🗕 Sugimura, Takashi

Hi.

Thank you for the update.

> For the remainder of the duration i.e. 3m 29s(elapsed) - 1m 46s = **1m 43s**, I noticed a lot of kerberos ex happening with our AD server PRDDC04. Can you suggest anything to speed things up here? I also see a lot of fa key retrieval. We have already run kinit ansible user in all 3 cluster env separately but to no avail.

I can see the kerberos related logs were shown in the log as you mentioned, but it seems it took within 1 secc perform. I suppose there may be a good way to utilize the credential cache in kerberos (ccache) though, I als it will not be effective to reduce the execution time.

I would like to pay attention to the starting time of each task.

Tuesday 18 October 2022 07:25:55 +0000 (0:00:00.179) Tuesday 18 October 2022 07:25:56 +0000 (0:00:00.642) 0:00:00.822 ****** Tuesday 18 October 2022 07:25:56 +0000 (0:00:00.673) 0:00:01.496 ****** TASK [swing_back_prod : B7-B10 - Check the existence of file locations] ******* 0:00:15.305 ***** Tuesday 18 October 2022 07:26:10 +0000 (0:00:13.809) 0:00:15.686 ***** Tuesday 18 October 2022 07:26:11 +0000 (0:00:00.380) TASK [swing_back_prod : B7-B10 - Read file content and filter the result] ****** 0:00:28.744 ****** Tuesday 18 October 2022 07:26:24 +0000 (0:00:13.057) . . .

I observed that when the task made a lot of outputs, then the next task started after 13 seconds.

For example, even though the task "[swing_back_prod : include_tasks]" performed in few seconds (1666077959.011 1666077961.826316, 2.7 seconds), but the next task "[swing_back_prod : B7-B10 - Check the existence of file lc started at 1666077976.292808 (14.4 seconds later). I believe it is because the controller had to store the 1cthe database in each job event, it tooks so much time.

On the other hand, when the task made only 4 events like "debug" and "assert", the next task started smoothly.

Therefore I believe reducing the job outputs is most effective to reduce the job execution time. This is one characteristic behavior when running jobs on the controller that all job outputs will be stored in the databas

Can you try to change the log level or something in the profile_tasks plugin so that you can compare the resul

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible











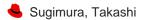
Jusoh, Mohd Redhuan Wed, Oct 19, 2022, 02:57:55 PM GMT+8 (replying to Sugimura, Takashi) > Hello. > Thank you for contacting Red Hat Technical Support. > This is Takashi Sugimura from the Ansible Support Team located in Japan and I will be happy to help you with > I understand that you are using AAP 2.1.1 (automation controller 4.1.1) from the API outputs you provided. > The automation controller (formerly known as Ansible Tower) stores the results into the PostgreSQL database. Compared to the execution in a command line, the automation controller receives the job output by each event i task and stores it to the database accordingly. Hence it takes more time than just simply outputs to the star output in the terminal. > I recommend reducing the job outputs in order to improve the performance of the job execution. > In addition to that, the elapsed time of the job execution includes more procedures below to run a job. The of 'profile_tasks' indicates the time only to run a playbook. - Loading an execution environment container by the pull policy. Hello Takashi-san, I understand your explanation and I agree that the time taken for the tasks is as stated in the output of profile_tasks. It is almost similar with the time from running the same playbook from CLI. For the remainder of the duration i.e. 3m 29s(elapsed) - 1m 46s = **1m 43s**, I noticed a lot of kerberos exch happening with our AD server PRDDC04. Can you suggest anything to speed things up here? I also see a lot of fa key retrieval. We have already run kinit ansible user in all 3 cluster env separately but to no avail. I appre suggestion to reduce 1 minute of the time loading the EE & copying files. Thank you for your support.



© © Reply

ଡ

Regards.



Hello.

Thank you for contacting Red Hat Technical Support.

This is Takashi Sugimura from the Ansible Support Team located in Japan and I will be happy to help you with t

I understand that you are using AAP 2.1.1 (automation controller 4.1.1) from the API outputs you provided.

The automation controller (formerly known as Ansible Tower) stores the results into the PostgreSQL database. to the execution in a command line, the automation controller receives the job output by each event in the tas stores it to the database accordingly. Hence it takes more time than just simply outputs to the standard outp terminal.

I recommend reducing the job outputs in order to improve the performance of the job execution.

In addition to that, the elapsed time of the job execution includes more procedures below to run a job. The c 'profile_tasks' indicates the time only to run a playbook.

- Loading an execution environment container by the pull policy.
- Copying and cleaning the project into a working directory (job execution path, /tmp by default) for each run
- I hope it clears things up.

Regards,

Takashi Sugimura Senior Technical Support Engineer - Ansible Red Hat







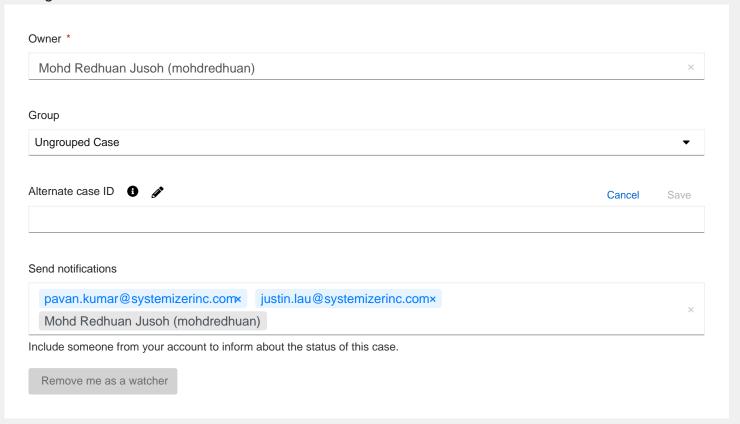




Susoh, Mohd Redhuan Tue, Oct 18, 2022, 04:11:21 PM GMT+8 = job_2699.txt (149.3 tdB)this case. Attached file SHA-256 ec6503fd24a5eda76dc939d0ce9967fce84c92719dd60a17d584de75784dffba Ê Description 💣 Cancel Save ଡ Delete



Management



Action plan

No action plan to display.

Private Notes

Update

Discard Changes

Please note, contents of this field are not visible to Red Hat Support professionals.