



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 

Status *

Waiting on Customer ▼

Case type *


Defect / Bug ▼

Severity *

3 (Normal) - Partial, non-critical loss ▼



▼ Case information

Product

Ansible Tower by Red Hat  ▼

Version

3.8.6 ▼

Hostname  

PRDANSPLAT01

Description

What problem/issue/behavior are you having trouble with? What do you expect to see?

We have a play that run for 1m.19s via ansible-playbook command, but took almost 3m.29s to run in Tower. Attached with the logs, please advise why the Tower is taking so much time and after launch there is a lag to execute the job

In CLI via Ansible core #####

Tuesday 18 October 2022 15:31:53 +0800 (0:00:00.190) 0:01:13.737 *****

```
=====
swing_back_prod : B7-B10 - Check the existence of file locations -----
----- 10.78s
swing_back_prod : B7-B10 - Read file content and then filter the result -----
----- 9.80s
swing_back_prod : B7-B10 - Check the existence of file locations -----
----- 8.31s
swing_back_prod : B7-B10 - Read file content and then filter the result -----
----- 7.95s
swing_back_prod : B7-B10 - Check the existence of file locations -----
----- 7.88s
swing_back_prod : B7-B10 - Check the existence of file locations -----
----- 7.87s
swing_back_prod : B7-B10 - Read file content and filter the result -----
----- 7.73s
```

```
swing_back_prod : B7-B10 - Read file content and then filter the result -----
----- 6.96s
swing_back_prod : include_tasks -----
----- 0.56s
swing_back_prod : include_tasks -----
----- 0.53s
swing_back_prod : include_tasks -----
----- 0.50s
include_role : swing_back_prod -----
----- 0.48s
swing_back_prod : include_tasks -----
----- 0.43s
swing_back_prod : set_fact -----
----- 0.19s
swing_back_prod : assert -----
----- 0.19s
swing_back_prod : set_fact -----
----- 0.18s
swing_back_prod : set_fact -----
----- 0.17s
swing_back_prod : debug -----
----- 0.17s
swing_back_prod : fail -----
----- 0.17s
swing_back_prod : debug -----
```

[Show more](#)

Discussion

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 (control1 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 file, run setup.sh)

I found it worked on my side though, I know you have other software/services on the same node. I cannot mention whether the above steps will impact the other software or not, so please keep their backup carefully in order to avoid losing your data.

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat

   [Reply](#) 

```
[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 ~]# ll /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
m
-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
drwxr-xr-x.  2 awx awx   6 Nov  5  2021 test123
```

4).

```
[root@UATANSSVR01 ~]# echo "\l" | awx-manage dbshell
```

```
List of databases
```

Name	Owner	Encoding	Collate	Ctype	Access privileges
awx	awx	UTF8	en_US.UTF-8	en_US.UTF-8	
postgres	postgres	UTF8	en_US.UTF-8	en_US.UTF-8	
template0	postgres	UTF8	en_US.UTF-8	en_US.UTF-8	=c/postgres +
					postgres=Ctc/postgres
template1	postgres	UTF8	en_US.UTF-8	en_US.UTF-8	=c/postgres +
					postgres=Ctc/postgres

(4 rows)

5). attached the inventory file



Reply



usoh, Mohd Redhuan

Mon, Dec 5, 2022, 11:41:06 AM GMT+8

Attached file automation-platform-backup-latest.tar.gz (2.0 MB) this case.

SHA-256

e680c664e957f75ae11050b87f410f5a780f3b42f03494e59b45e4bdac72df17



Description

Cancel

Save

Delete



usoh, Mohd Redhuan

Mon, Dec 5, 2022, 11:39:32 AM GMT+8

Attached file sosreport-UATANSSVR01-03340052-2022-12-05-xilcixs.tar.xz (22.1 MB) this case.

SHA-256

02bb2d2212426b01aad8071683376a753c0a513180e4cc95e78c5fec1cd1b362



Description

Cancel

Save

Delete



usoh, Mohd Redhuan

Mon, Dec 5, 2022, 11:39:23 AM GMT+8

Attached file inventory (9.6 KB) this case.

SHA-256

07da05256e3da94f9c5a50668fa310167ca90044a31fe8621688a9b435cfea9e



Description

Cancel

Save

Delete



Hi,

Hmm...

I would like to see the current situation. The important things are "tower.db" (database dump) and "SECRET_KEY". 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 investigate 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 "\l" | 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



[Reply](#)



 Jusoh, Mohd Redhuan

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

(replying to Sugimura, Takashi)


```
> Hi,  
>  
> I am glad to hear that your upgrading was successful. Thank you very much for your long-term patience and e  
>  
> Regarding the restoration, you don't need to restore the data from the backup after upgrading. And you can  
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  
> Red Hat
```

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?



[Reply](#)



 Sugimura, Takashi

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

Hi,

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

Regarding the restoration, you don't need to restore the data from the backup after upgrading. And you cannot restore the backup from the previous version. All data is staying in the database during the upgrading process, and it's 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

Hi,

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](#) 

 Jusoh, Mohd Redhuan

Fri, Dec 2, 2022, 03:30:38 PM GMT+8

Attached file [=, setup-2022-12-02-13_35_39_success.log\(440.7 KB\)](#) this case.

SHA-256

8070dbe419760311040fe800412f813dc8470cc3130d72e15842a3ea9116f1f4



Description 

[Cancel](#) [Save](#)

[Delete](#) 

Attached file [=, setup-2022-12-02-15_19_02_restore_backup_failed.log \(33.1 KB\)](#) to this case.

SHA-256

58d9ec63d5ca68a95345ca26a50edd946e41fe68f5162e8aecafd050c2c5dc46



Description 

Cancel

Save

Delete



Hi,

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 8.4.10928 (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 Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



[Reply](#)



```
(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 l
If the required library is installed, but Ansible is using the wrong Python interpreter, please consult the
documentation on ansible_python_interpreter"}
```

```
TASK [Run repo_management (teardown)] *****
```

```
=====
```

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 8.0.0] (Red Hat 8.4.1-1)
jinja version = 2.10.3
libyaml = True
```

```
[awx@UATANSSVR01 ~]$
```

```
[awx@UATANSSVR01 ~]$ alternatives --list | grep python
```


```
python          auto          /usr/bin/python3
python3         auto          /usr/bin/python3.9
```

How to point ansible python version to 3.9 ?



Reply



 Sugimura, Takashi

Fri, Dec 2, 2022, 11:36:49 AM GMT+8

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 worried 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



Reply



 Jusoh, Mohd Redhuan

Fri, Dec 2, 2022, 10:10:46 AM GMT+8

Hi,

Attached new logs after commenting no_log:true

Thanks & regards



Reply



 Jusoh, Mohd Redhuan

Fri, Dec 2, 2022, 10:10:34 AM GMT+8

Attached file  [setup-2022-12-02-10_01_03.log \(45.3 KB\)](#) in this case.

SHA-256

36924984675047d10a6167244cd7394c8a750c49605abf2af2b5ae76bf4ff892




Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Fri, Dec 2, 2022, 10:10:30 AM GMT+8

Attached file  pkg_installed.txt (1.1 KB) This case.

SHA-256

c918b84703676437748555d273b8da8e58e30920b09ca1361f1e91481644909f



Description 

Cancel

Save

Delete



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
collections/ansible_collections/ansible/automation_platform_installer/roles/certificate_authority/tasks/main.y
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](#) 

 Jusoh, Mohd Redhuan

Thu, Dec 1, 2022, 02:24:20 PM GMT+8

Hi, appreciation for your support...

```
awx-python -V
Python 3.9.2
# awx-manage --version
4.2.1
```


afetr getting aboue output, I tried to run ./setup.sh got below error:

```
TASK [ansible.automation_platform_installer.certificate_authority : Generate root CA key] ***
fatal: [10.22.64.88]: FAILED! => {"censored": "the output has been hidden due to the fact that 'no_log: true'
specified for this result", "changed": false}
```



Reply



 Jusoh, Mohd Redhuan

Thu, Dec 1, 2022, 02:23:10 PM GMT+8

Attached file [= setup-2022-12-01.log \(45.3 KB\)](#) this case.

SHA-256

d8cd5665430a6986e92760b1b6b6e5c9df265b3cd7ce9db51111ee671918de43



Description 

Cancel

Save

Delete



 Sugimura, Takashi

Thu, Dec 1, 2022, 01:56:48 PM GMT+8

Hi,

Thank you for the update.

Next, could you please reinstall the missing package as I mentioned yesterday?

~~~

```
# dnf reinstall automation-controller-venv-tower --enablerepo=ansible-automation-platform
```

```
# awx-manage --version
```

```
4.2.1
```

~~~

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



Reply



Hi,

for awx-manage --version not getting

```
# alternatives --list
libnssckbi.so.x86_64    auto    /usr/lib64/pkcs11/p11-kit-trust.so
python                 auto    /usr/bin/python3
ld                     auto    /usr/bin/ld.bfd
ifup                   auto    /usr/libexec/nm-ifup
cifs-idmap-plugin      auto    /usr/lib64/cifs-utils/cifs_idmap_sss.so
nmap                   auto    /usr/bin/ncat
java                   auto    /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre/bin/java
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              auto    /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre
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       auto    /usr/bin/smbpool
libwbclient.so.0.15-64 auto    /usr/lib64/samba/wbclient/libwbclient.so.0.15
python3                auto    /usr/bin/python3.9
mta                    auto    /usr/sbin/sendmail.postfix
```


```
# awx-python -V
Python 3.9.2
```

```
# awx-manage --version
```

```
Traceback (most recent call last):
```

```
File "/usr/bin/awx-manage", line 33, in <module>
    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
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
```

[Reply](#)

 Sugimura, Takashi

Thu, Dec 1, 2022, 09:11:58 AM GMT+8

Hi,

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](#)




Hi,

```
[root@UATANSSVR01 ~]# alternatives --auto python3
[root@UATANSSVR01 ~]# alternatives --list
libnssckbi.so.x86_64      auto      /usr/lib64/pkcs11/p11-kit-trust.so
python                   auto      /usr/libexec/no-python
ld                       auto      /usr/bin/ld.bfd
ifup                    auto      /usr/libexec/nm-ifup
cifs-idmap-plugin        auto      /usr/lib64/cifs-utils/cifs_idmap_sss.so
nmap                    auto      /usr/bin/ncat
java                    auto      /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre/bin/java
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                auto      /usr/lib/jvm/java-1.8.0-openjdk-1.8.0.282.b08-4.el8.x86_64/jre
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         auto      /usr/bin/smbpool
libwbclient.so.0.15-64   auto      /usr/lib64/samba/wbclient/libwbclient.so.0.15
python3                  auto      /usr/bin/python3.6
mta                      auto      /usr/sbin/sendmail.postfix
```

still using python 3.6, is that okay?

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

[Reply](#)

 Sugimura, Takashi

Wed, Nov 30, 2022, 04:53:25 PM GMT+8

Hi,

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

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](#)



 Jusoh, Mohd Redhuan

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


Hi,

Attached the reports



[Reply](#)



 usoh, Mohd Redhuan

Wed, Nov 30, 2022, 01:35:23 PM GMT+8

Attached file [=, sosreport-UATANSSVR01-03340052-2022-11-30-wchcvqp.tar.xz \(21.8 MB\)](#) this case.

SHA-256

026e1b19e4754b90d93fbf39e1e2fa6c8c98f4834ac3eff562951b48c7c59b4b



Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Wed, Nov 30, 2022, 01:35:19 PM GMT+8

Attached file [=, supervisord.service.txt \(0.9 KB\)](#) this case.

SHA-256

0d5bae5f6d92adaf467d634df2a0ae61c1a4721479d4a0f0cb6fbbc9e688fea4




Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Wed, Nov 30, 2022, 01:35:17 PM GMT+8

Attached file [=, journalctl.txt \(252.8 KB\)](#) this case.

SHA-256

d616f98e21cbf735f06310a77315e8cffc90887241f018c1501d57cae62f09b3




Description 

Cancel

Save

Delete



 Sugimura, Takashi

Wed, Nov 30, 2022, 01:12:52 PM GMT+8

Hi,

Thank you for the update.

Could you please provide the output of this command and fresh sosreport?

```
~~~
# systemctl status supervisord.service
# journalctl -xe
# sos report
~~~
```

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



[Reply](#)



 Jusoh, Mohd Redhuan

Wed, Nov 30, 2022, 11:51:32 AM GMT+8

Hi,

done the clean up packages and tried to install ./setupd.sh, but got 2 errors: nginx and supervisor



[Reply](#)



 Jusoh, Mohd Redhuan

Wed, Nov 30, 2022, 11:50:47 AM GMT+8

Attached file [=, setup.log \(199.6 KB\)](#) in this case.

SHA-256

ba217449aad8bc18126999eee70b6bab7a76a9208cf21df67fca52ce15224f59



Description 

[Cancel](#)

[Save](#)

[Delete](#)



 usoh, Mohd Redhuan

Wed, Nov 30, 2022, 11:50:44 AM GMT+8

Attached file [journalctl.txt \(257.1 KB\)](#) in this case.

SHA-256

c747081081d764d31409a160c64627c496f3183d2472e6bb85e9effe57909fbb




Description 

Cancel

Save

Delete



 Sugimura, Takashi

Wed, Nov 30, 2022, 08:34:30 AM GMT+8

Hi,

Thank you for the update.

I found the `/bin/awx-manage` command still pointed to the controller 4.2.1. Could you please clean up the pack try to reinstall them? Please make sure that you DON'T remove the database directory (`/var/lib/pgsql/data/`) & `/etc/tower/SECRET_KEY` file.

```
~~~
$ 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
~~~
```

I hope it will work also on your side.

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



Reply



Attached file [= setup.log \(185.0 KB\)](#) in this case.

SHA-256

ffafb35ef82da87808c0fcae6a8dc4f548eedc7384af75543ae0aa538b41fc06



Description

Cancel

Save

Delete



Jusoh, Mohd Redhuan

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
Distribution.from_name(distribution_name)", "  File \"/usr/lib64/python3.8/importlib/metadata.py\", line 177,
from_name", "    raise PackageNotFoundError(name)", "importlib.metadata.PackageNotFoundError: awx"], "stdout":
"stdout_lines": []}
```



Reply



 Sugimura, Takashi

Tue, Nov 29, 2022, 04:17:44 PM GMT+8

Hi,



Thank you for the update.

I found the package was not upgraded properly, could you please rerun the setup.sh after removing the problematic package?

```
~~~
$ sudo su -
# rpm -e --nodeps automation-controller-venv-tower-4.1.1-2
# rm -f /var/lib/awx/.tower_version
# cd /install/AAP_221/ansible-automation-platform-setup-bundle-2.2.1-1.1/
# ./setup.sh
~~~
```

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat

   [Reply](#) 

 Jusoh, Mohd Redhuan

Tue, Nov 29, 2022, 02:00:03 PM GMT+8

Hi,

now the database is up, I tried to upgrade AAP-2.1.1 to AAP-2.2.1, getting error: Preflight check - check lic

   [Reply](#) 

 Jusoh, Mohd Redhuan

Tue, Nov 29, 2022, 01:59:52 PM GMT+8

Attached file [=, sosreport-UATANSSVR01-03340052-2022-11-29-ckodept.tar.xz \(21.9 MB\)](#) in this case.

SHA-256

5721bfe531920d815cda90055b0c18f9e5a48dbc20519c3a2db5e42bd04737ab




Description 

[Cancel](#)

[Save](#)

[Delete](#)



 usoh, Mohd Redhuan

Tue, Nov 29, 2022, 01:59:48 PM GMT+8

Attached file  [setup.log \(40.8 KB\)](#) this case.

SHA-256

644873e1ff7f3305bae88a119fc40f0f92353af52b1f3e9fcc3bed3473261bc0



Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Tue, Nov 29, 2022, 01:59:46 PM GMT+8

Attached file  [aap_status.txt \(8.0 KB\)](#) this case.

SHA-256

7d8a7a3d392140eb6cda8bc3e67a196c2cd3e4764cc522790ae7061ba3ac9514



Description 

Cancel

Save

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
1
< 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 thr 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 pgsql]# 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 pgsqll]# 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
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 10.22.64.88-1627-/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
1
< 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

```

😊 😐 😞 [Reply](#) 🔗

 usoh, Mohd Redhuan

Tue, Nov 22, 2022, 04:00:26 PM GMT+8

Attached file [=, sosreport-UATANSSVR01-03340052-2022-11-22-gkavfbf.tar.xz \(22.7 MB\)](#) in this case.

SHA-256

f76ce8e59664d5d89c43ea3aed74fa824b77687ffe749837b978e9dd7f382e90




Description 

[Cancel](#)

[Save](#)

[Delete](#)



 Sugimura, Takashi

Tue, Nov 22, 2022, 03:52:36 PM GMT+8

Hi,

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



[Reply](#)



```
[root@UATANSSVR01 pgsqll]# 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.

~ 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
```

[Reply](#)

Hi,

Thank you for the update.

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

```
~~~
$ sudo su -
# automation-controller-service status
# systemctl status postgresql.service
~~~
```

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat


[Reply](#)

 Jusoh, Mohd Redhuan

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

Hi,

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", "start": "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/site-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/backends/base/base.py", line 195, in connect\n    self.connection = self.get_new_connection(conn_params)\n  File \"/var/lib/awx/venv/awx/lib64/python3.8/site-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__.py", 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 running on \"127.0.0.1\" and accepting\n\tTCP/IP connections on port 5432?\n\nThe above exception was the direct cause of the following exception:\n\nTraceback (most recent call last):\n  File \"/bin/awx-manage\", line 11, in <module>\n    load_entry_point('awx==4.1.1', 'console_scripts', 'awx-manage')()\n  File \"/var/lib/awx/venv/awx/lib64/python3.8/site-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    return getattr(connections[DEFAULT_DB_ALIAS], item)\n  File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/utils/functional.py\", line 80, in __get__\n    res = instance.__dict__[self.name] = self.func(instance)\n  File \"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/django/db/backends/postgresql/base.py\", line 282, in pg_version\n    with self.temporary_connection():\n  File \"/usr/lib64/python3.8/contextlib.py\", line 113, in __enter__\n    return next(self.gen)\n  File \"/var/lib/awx/venv/awx/lib64/python3.8/site-
```

```

packages/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
line 233, in _cursor\n    self.ensure_connection()\n    File \"/var/lib/awx/venv/awx/lib64/python3.8/site-
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    raise
dj_exc_value.with_traceback(traceback) from exc_value\n    File \"/var/lib/awx/venv/awx/lib64/python3.8/site-
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/backends/base/base.py", line 195, in connect\n
self.connection = self.get_new_connection(conn_params)\n    File \"/var/lib/awx/venv/awx/lib64/python3.8/site-
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,
**kwargs)\n    django.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/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/site-
packages/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, **kwargs)",
"psycopg2.OperationalError: could not connect to server: Connection refused", "\tIs the server running on host
\"127.0.0.1\" and accepting", "\tTCP/IP connections on port 5432?", "", "", "The above exception was the direc
of the following exception:", "", "Traceback (most recent call last):", "    File \"/bin/awx-manage", line 11,
<module>", "        load_entry_point('awx==4.1.1', 'console_scripts', 'awx-manage')()", "    File
"/var/lib/awx/venv/awx/lib64/python3.8/site-packages/awx/__init__.py", line 155, in manage", "        if
(connection.pg_version // 10000) < 12:", "    File \"/var/lib/awx/venv/awx/lib64/python3.8/site-
packages/django/db/__init__.py", line 28, in __getattr__", "        return getattr(connections[DEFAULT_DB_ALIAS],
"    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_connectio
File \"/usr/lib64/python3.8/contextlib.py", line 113, in __enter__", "        return next(self.gen)", "    File
"/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/site-
packages/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__", "        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 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/site-
packages/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, **kwargs)",
"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": []}

```

[Reply](#)

usoh, Mohd Redhuan

Tue, Nov 22, 2022, 03:19:00 PM GMT+8

Attached file [inventory \(9.5 KB\)](#) to this case.

SHA-256

1a2f94d719ae88507e946b538afa7fb46d2aa661bced19e66a8a50ca8d604558



Description

[Cancel](#)[Save](#)[Delete](#)

usoh, Mohd Redhuan

Tue, Nov 22, 2022, 03:18:57 PM GMT+8

Attached file [setup.log \(43.1 KB\)](#) to this case.


SHA-256

4ad816eaf4286d4846125b2a9da892b83b1a02728fdf82a636b364f82b4e76f9



Description

[Cancel](#)[Save](#)[Delete](#)

 Sugimura, Takashi

Thu, Nov 17, 2022, 03:11:17 PM GMT+8

Hi,

Thank you for providing the sosreport.

Seeing the /var/log/messages, I found the task was working as expected but it seems it was too slow for some reason. I observed too high load average from the "uptime" output as below, and I found too many "rte-sensor" processes in the "ps" output.

```
~~~
$ cat sosreport-PRDANSPLAT01-03340052-2022-11-17-lvjmati/uptime
14:13:52 up 189 days, 24 min,  2 users,  load average: 241.27, 153.35, 99.75

$ grep "fireeye" sosreport-PRDANSPLAT01-03340052-2022-11-17-lvjmati/ps | wc -l
600
~~~
```

Can you reboot the node and try the setup.sh again if possible?

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat

   [Reply](#) 


 Jusoh, Mohd Redhuan

Thu, Nov 17, 2022, 02:30:00 PM GMT+8

Hi,

attached the sosreport on hanging state...

   [Reply](#) 

 Jusoh, Mohd Redhuan

Thu, Nov 17, 2022, 02:28:08 PM GMT+8

Attached file [sosreport-PRDANSPLAT01-03340052-2022-11-17-lvjmati.tar.xz \(28.9 MB\)](#) in this case.


SHA-256

14d1fe8eb0ebd4a93503d7e6d31e85ca2d08be2629c8cbf7a38bf195066db978 

Description 

[Cancel](#) [Save](#)

[Delete](#) 

 Sugimura, Takashi

Thu, Nov 17, 2022, 07:32:05 AM GMT+8

Hi,

Thank you for the update.

The task performs just copying the files.

```
~~~
- name: Copy bundle packages to repo source directory (legacy)
  copy:
    src: '{{ setup_dir }}/bundle/el{{ ansible_distribution_major_version }}/repos/'
    dest: "{{ bundle_install_folder }}"
~~~
```

Could you please try to run the setup.sh again and generate the sosreport from the problematic node (10.20.61. another terminal during the hanging state? I would like to investigate what is happening.

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



Reply



 usoh, Mohd Redhuan

Wed, Nov 16, 2022, 05:16:59 PM GMT+8

Attached file [=, setup.log \(96.8 KB\)](#) this case.

SHA-256

8adfd6f705936c1aa60b2e1322c69724ee85aeb12b9b9226d8db9f61d8d9911



Description 

Cancel

Save

Delete



 Jusoh, Mohd Redhuan


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

Hi,

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

```
[awx@PRDANSPLAT01 ansible-automation-platform-bundle]$ pwd
/var/lib/ansible-automation-platform-bundle
[awx@PRDANSPLAT01 ansible-automation-platform-bundle]$ df -h
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](#) 

 Sugimura, Takashi

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

Hi,

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

Hi,

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: Pern
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: Pern
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}
fatal: [10.20.61.183]: 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/ 10.20.61.183:/var/lib/ansible-automation-platform-bundle", "msg": "Warning: Pern
added '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
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}
```


```
TASK [ansible.automation_platform_installer.repo_management : Remove old bundle packages source directory (leg
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/"}

```




[Reply](#)


 usoh, Mohd Redhuan

Tue, Nov 15, 2022, 05:11:03 PM GMT+8

Attached file [=, setup.log \(96.8 KB\)](#) this case.

SHA-256

be050bb96dc61adcab1650e6f990332748bfa275d7f9f697483ff7c31bc0d4e2



Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Tue, Nov 15, 2022, 05:11:00 PM GMT+8

Attached file [=, inventory \(9.6 KB\)](#) this case.

SHA-256

36bc24efaa14833d3b62239d5563b39ab447587f25db29cdb135677052fb8414



Description 

Cancel

Save

Delete



 Sugimura, Takashi

Tue, Nov 15, 2022, 11:16:20 AM GMT+8

Hi,

Thank you for the update.

I guess the repositories "DVD for RHEL - BaseOS" and "DVD for RHEL - AppStream" are properly configured, but I the old definitions were in the file `/etc/yum.repos.d/rhel8.repo` from your sosreport.

Could you please remove or disable the old ones (InstallMedia-BaseOS and InstallMedia-AppStream) and try it as

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



Reply



Hi,

yum repository configured locally-mounted-iso (RHEL 8.4), getting below error

```
[awx@PRDANSPLAT01 ~]$ sudo yum --noplugins list
DVD for RHEL - BaseOS
158 MB/s | 2.3 MB    00:00
DVD for RHEL - AppStream
166 MB/s | 6.8 MB    00:00
Red Hat Enterprise Linux 8 - BaseOS
0.0 B/s | 0 B        00:00
Errors during downloading metadata for repository 'InstallMedia-BaseOS':
 - Curl error (37): Couldn't read a file:/// file for file:///mnt/disc/BaseOS/repodata/repomd.xml [Couldn't op
/mnt/disc/BaseOS/repodata/repomd.xml]
Error: Failed to download metadata for repo 'InstallMedia-BaseOS': Cannot download repomd.xml: Cannot download
repodata/repomd.xml: All mirrors were tried
```

[Reply](#)

Attached file [mount.txt \(2.2 KB\)](#) in this case.


SHA-256

a1182106bd0e4e6367ba3c77be2d287147eee235679c4cef7b8498fc590dd9dc



Description

[Cancel](#)[Save](#)[Delete](#)

 Sugimura, Takashi

Wed, Nov 2, 2022, 07:50:28 AM GMT+8

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

Hi,

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/ir
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": []}
```

NO MORE HOSTS LEFT *****

NO MORE HOSTS LEFT *****

PLAY RECAP *****

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	: ok=3	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)
```

😊 😐 😞 [Reply](#) 🔗

Hi,

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 options 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

[Reply](#)

Hi,

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

```
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]
ok: [10.20.61.183]
```


```
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."}
```

NO MORE HOSTS LEFT *****

PLAY RECAP *****

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](#)

 Sugimura, Takashi

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

Hi,

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 feel free to update the case.

Regards,

Takashi Sugimura
Senior Technical Support Engineer - Ansible
Red Hat



[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

Fri, Oct 28, 2022, 01:30:01 PM GMT+8

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 similar to 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 template 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` procedure upgrades 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



[Reply](#)



 Jusoh, Mohd Redhuan

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


Hi,

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



[Reply](#)



 Sugimura, Takashi

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

Hi,

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 immediately.

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
    yield
  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
```

'specific.1a48da8f6ab844d08936b807a750aal3!f06a4ead0a844d8bacb3b5bc4d382f59' disconnected from the broadcast c
~~~

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  
Red Hat

😊 😐 😞 [Reply](#) 🔗

👤 Jusoh, Mohd Redhuan

Tue, Oct 25, 2022, 12:17:44 PM GMT+8

Hi,

Please find the sos report and pod images

😊 😐 😞 [Reply](#) 🔗

📎 Jusoh, 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




Description

[Cancel](#)

[Save](#)

[Delete](#)



 usoh, Mohd Redhuan

Tue, Oct 25, 2022, 12:17:11 PM GMT+8

Attached file [podman\\_images.txt \(1.2 KB\)](#) to this case.

SHA-256

8d2ffcbe1ffb97b904f1f4cf88648729d7e1b14edf92ff068c73d94d57fabd1e



Description 

Cancel

Save

Delete



Sugimura, Takashi

Mon, Oct 24, 2022, 07:44:03 AM GMT+8

Hi,

Thank you for the updates.

I would like to investigate the behavior more deeply, could you please provide the sosreport after running son (job template and ad hoc command)?

And I would like to see your execution environment container images on the awx user.

```
~~~
$ sudo su - awx
...
$ podman images
... (please provide the output of this command)
$ exit
$ sudo su -
sos report
... (file will be generated, please attach it to the support case)
~~~
```


Regards,

Takashi Sugimura  
Senior Technical Support Engineer - Ansible  
Red Hat



Reply



 usoh, Mohd Redhuan

Fri, Oct 21, 2022, 03:06:38 PM GMT+8

Attached file [win\\_ping\\_CLI\\_12.2s.png \(15.9 KB\)](#) this case.

SHA-256

e38adc4c2e62413de955329b109e0a19f70b72f2bd24993a5bccee5696543ddb



Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan


Fri, Oct 21, 2022, 03:06:35 PM GMT+8

Attached file [win\\_ping\\_tower\\_1m50s.png \(43.3 KB\)](#) this case.

SHA-256

3611d933ba018a4313f3c8bcff10b7df5f3cdb806712094efeb403a71079b81d



Description 

Cancel

Save

Delete



 usoh, Mohd Redhuan

Fri, Oct 21, 2022, 03:06:32 PM GMT+8

Attached file [win\\_ping\\_joblog\\_verbosity-0.txt \(3.4 KB\)](#) this case.

SHA-256

20aa2cd0c8752eccbb44e3105d518ff641f831293651dee6f989be0eda662e21



Description 


Cancel

Save

Delete





 usoh, Mohd Redhuan

Fri, Oct 21, 2022, 03:06:29 PM GMT+8

Attached file [win\\_ping\\_joblog\\_verbosity-4.txt \(5.3 KB\)](#) this case.

SHA-256

a8488d78f23b884077e11782ca96b2465db2d43aeb3d18aef2f66a8cb80cce1



Description 

Cancel

Save

Delete



(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 file 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 second to perform. I suppose there may be a good way to utilize the credential cache in kerberos (ccache) though, I also think it will not be effective to reduce the execution time.

>

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

>

> ~~~

> PLAY [all] \*\*\*\*\*

> Tuesday 18 October 2022 07:25:55 +0000 (0:00:00.179) 0:00:00.179 \*\*\*\*\*

> TASK [include\_role : swing\_back\_prod] \*\*\*\*\*

> Tuesday 18 October 2022

Hi Takashi,

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

I have here a simple win\_ping task, with both execution from CLI & controller. The CLI took 12s, while controller elapsed time was 1m50s. Attached the logs and screenshot for your reference. Since this is just a win\_ping module, it 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 you.



[Reply](#)



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.

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

~~~

```
PLAY [all] *****
Tuesday 18 October 2022  07:25:55 +0000 (0:00:00.179)          0:00:00.179 *****
TASK [include_role : swing_back_prod] *****
Tuesday 18 October 2022  07:25:56 +0000 (0:00:00.642)          0:00:00.822 *****
TASK [swing_back_prod : include_tasks] *****
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] *****
Tuesday 18 October 2022  07:26:10 +0000 (0:00:13.809)          0:00:15.305 *****
Tuesday 18 October 2022  07:26:11 +0000 (0:00:00.380)          0:00:15.686 *****
TASK [swing_back_prod : B7-B10 - Read file content and filter the result] *****
Tuesday 18 October 2022  07:26:24 +0000 (0:00:13.057)          0:00:28.744 *****
...
~~~
```

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 lc the 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
Red Hat



[Reply](#)



(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 case.

>

> 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.

> - Cop

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.

Regards.

😊 😐 😞 Reply 🔗

Attached file = [Screenshot_Task_Elapsed_Time_3m29s.png](#) (50.4 KB) this case.

SHA-256

18b3b69971f4f4c41f3f0eb349d19b26534ccb2f03abfa331f5616b0ff610ffd



Description

Cancel

Save

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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

😊 😐 😞 [Reply](#) [Link](#)

Attached file = [job_2699.txt \(149.3 KB\)](#) this case.

SHA-256

ec6503fd24a5eda76dc939d0ce9967fce84c92719dd60a17d584de75784dffba




Description 

[Cancel](#)

[Save](#)

[Delete](#)



 Jusoh, Mohd Redhuan

Tue, Oct 18, 2022, 03:44:15 PM GMT+8

Attached file  [job_2699_api.txt \(7.6 KB\)](#) to this case.

SHA-256

82db91fc4f27cef9305a3e8ddb671a38b586ddbbaa656f4156b7f1f46628cb8a3



Description 

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Management

Owner *



Mohd Redhuan Jusoh (mohdredhuan)



Group

Ungrouped Case



Alternate case ID  

Cancel

Save

Send notifications

[pavan.kumar@systemizerinc.com](#) [justin.lau@systemizerinc.com](#)



Mohd Redhuan Jusoh (mohdredhuan)

Include someone from your account to inform about the status of this case.

Remove me as a watcher

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.