

Installer - Support #15532

Could not evaluate: Proxy myinternal.hostname.com cannot be registered ("xE2" on US-ASCII): N/A

06/28/2016 04:04 AM - Javad Shareef

<div>Status: Resolved</div> <div>Priority: High</div> <div>Assignee:</div> <div>Category:</div> <div>Target version:</div> <div>Triaged:</div> <div>Fixed in Releases:</div>	<div>Found in Releases:</div>
<div>Description</div> <div>I am getting following error while install foreman</div> <div><div>/Stage[main]/Foreman_proxy::Register/Foreman_smartproxy[myinternal.hostname.com]: Could not evaluate: Proxy myinternal.hostname.com cannot be registered ("xE2" on US-ASCII): N/A</div></div> <div>Where as my "myinternal.hostname.com" is my hostname. I have a DNS entry in my local DNS server as well as /etc/hosts entry</div> <div>\$ cat /etc/hosts</div> <div>127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4</div> <div>#::1 localhost localhost.localdomain localhost6 localhost6.localdomain6</div> <div>192.168.50.202 myinternal.hostname.com myinternal</div> <div>forman.log from installer log shows</div> <div>[INFO 2016-06-28 09:03:34 main] All hooks in group post finished</div> <div>[DEBUG 2016-06-28 09:03:34 main] Exit with status code: 4 (signal was 4)</div> <div>[ERROR 2016-06-28 09:03:34 main] Errors encountered during run:</div> <div>[ERROR 2016-06-28 09:03:34 main] /Stage[main]/Foreman_proxy::Register/Foreman_smartproxy[myinternal.hostname.com]: Could not evaluate: Proxy myinternal.hostname.com cannot be registered ("xE2" on US-ASCII): N/A</div> <div>[DEBUG 2016-06-28 09:03:34 main] Cleaning /tmp/d20160628-13417-j709vt</div> <div>[DEBUG 2016-06-28 09:03:34 main] Cleaning /tmp/default_values.yaml</div>	

History

#1 - 06/28/2016 04:08 AM - Javad Shareef

I am in CentOS 7

I was following <https://theforeman.org/manuals/1.11/index.html#3.InstallingForeman>

#2 - 06/28/2016 04:09 AM - Dominic Cleal

Is the Foreman web UI and installation itself working, with the exception of the smart proxy? Did you pass any arguments or change installer parameters from the defaults?

#3 - 06/28/2016 04:54 AM - Javad Shareef

Dominic Cleal wrote:

Is the Foreman web UI and installation itself working, with the exception of the smart proxy? Did you pass any arguments or change installer parameters from the defaults?

Yes. Web UI is working. Getting this output after installation and foreman web UI is loading.

```
/Stage[main]/Foreman_proxy::Register/Foreman_smartproxy[myinternal.hostname.com]: Could not evaluate: Proxy my
internal.hostname.com cannot be registered ("xE2" on US-ASCII): N/A
Installing Done [100%] [.....]
.....]
Something went wrong! Check the log for ERROR-level output
* Foreman is running at https://myinternal.hostname.com
Initial credentials are admin / <random-password>
```

```
* Foreman Proxy is running at https://myinternal.hostname.com:8443
* Puppetmaster is running at port 8140
The full log is at /var/log/foreman-installer/foreman.log
```

netstat output is

1. netstat -tupln

Active Internet connections (only servers)

Proto	Recv-Q	Send-Q	Local Address	Foreign Address	State	PID/Program name
tcp	0	0	127.0.0.1:46318	0.0.0.0:*	LISTEN	2119/Passenger Rack
tcp	0	0	0.0.0.0:22	0.0.0.0:*	LISTEN	798/sshd
tcp	0	0	127.0.0.1:5432	0.0.0.0:*	LISTEN	897/postgres
tcp	0	0	127.0.0.1:25	0.0.0.0:*	LISTEN	1325/master
tcp	0	0	0.0.0.0:8443	0.0.0.0:*	LISTEN	2075/ruby
tcp	0	0	127.0.0.1:54496	0.0.0.0:*	LISTEN	2478/Passenger Rack
tcp6	0	0	:::8140	:::*	LISTEN	814/httpd
tcp6	0	0	:::80	:::*	LISTEN	814/httpd
tcp6	0	0	:::22	:::*	LISTEN	798/sshd
tcp6	0	0	:::5432	:::*	LISTEN	897/postgres
tcp6	0	0	:::25	:::*	LISTEN	1325/master
tcp6	0	0	:::443	:::*	LISTEN	814/httpd
udp	0	0	0.0.0.0:69	0.0.0.0:*		847/xinetd

Also when I do puppet agent test getting following error

1. puppet agent --test

Warning: Unable to fetch my node definition, but the agent run will continue:

Warning: Error 400 on SERVER: Failed to find myinternal.hostname.com via exec: Execution of '/etc/puppet/node.rb myinternal.hostname.com' returned 1:

Info: Retrieving pluginfacts

Info: Retrieving plugin

Error: Could not retrieve catalog from remote server: Error 400 on SERVER: Failed when searching for node myinternal.hostname.com: Failed to find myinternal.hostname.com via exec: Execution of '/etc/puppet/node.rb myinternal.hostname.com' returned 1:

Warning: Not using cache on failed catalog

Error: Could not retrieve catalog; skipping run

#4 - 06/28/2016 04:57 AM - Javad Shareef

I didn't pass any arguments with the installer command.

1. foreman-installer

Firewalld and selinux is disabled on the server

#5 - 06/28/2016 05:02 AM - Dominic Cleal

What does echo \$LANG output in your shell?

#6 - 06/28/2016 05:04 AM - Ewoud Kohl van Wijngaarden

I wonder what's in /var/log/foreman/production.log. Usually that has more information. However, I suspect that there's a hidden unicode character somewhere in your hostname.

#7 - 06/28/2016 05:08 AM - Javad Shareef

Dominic Cleal wrote:

What does echo \$LANG output in your shell?

1. echo \$LANG
en_US.UTF-8

#8 - 06/28/2016 05:12 AM - Javad Shareef

Ewoud Kohl van Wijngaarden wrote:

I wonder what's in /var/log/foreman/production.log. Usually that has more information. However, I suspect that there's a hidden unicode character somewhere in your hostname.

I have following logs in production.log

2016-06-28 10:04:54 [app] [I] Completed 403 Forbidden in 10ms (ActiveRecord: 0.9ms)
2016-06-28 10:04:54 [app] [I] Started POST "/api/reports" for 127.0.0.1 at 2016-06-28 10:04:54 -0400
2016-06-28 10:04:54 [app] [I] Processing by Api::V2::ReportsController#create as JSON
2016-06-28 10:04:54 [app] [I] Parameters: {"report"=>"[FILTERED]", "apiv"=>"v2"}
2016-06-28 10:04:54 [app] [W] No smart proxy server found on ["myinternal.hostname.com", "puppet", "puppet.hostname.com"] and is not in trusted_puppetmaster_hosts
2016-06-28 10:04:54 [app] [I] Rendered api/v2/errors/access_denied.json.rabl within api/v2/layouts/error_layout (0.9ms)
2016-06-28 10:04:54 [app] [I] Filter chain halted as
#<Proc:0x000000054c29a8@/usr/share/foreman/app/controllers/concerns/foreman/controller/smart_proxy_auth.rb:14> rendered or redirected

#9 - 06/28/2016 05:45 AM - Javad Shareef

Ewoud Kohl van Wijngaarden wrote:

I wonder what's in /var/log/foreman/production.log. Usually that has more information. However, I suspect that there's a hidden unicode character somewhere in your hostname.

I checked hidden char in hostname as follows

```
printf "%s" "$host_name" | wc  
0 1 26
```

Which gives the same length as my hostname

#10 - 06/28/2016 06:21 AM - Javad Shareef

Javad Shareef wrote:

Ewoud Kohl van Wijngaarden wrote:

I wonder what's in /var/log/foreman/production.log. Usually that has more information. However, I suspect that there's a hidden unicode character somewhere in your hostname.

I checked hidden char in hostname as follows

```
printf "%s" "$host_name" | wc  
0 1 26
```

Which gives the same length as my hostname

At last found the issue. The issue was with charset. I have fixed by running following command

```
localedef -c -f UTF-8 -i en_US en_US.UTF-8  
export LC_ALL=en_US.UTF-8
```

Also added entry in /etc/environment as follows

```
export LC_ALL=en_US.UTF-8
```

Then rebooted the machine.

Later everything went well... Hureyy.....

#11 - 06/28/2016 10:16 AM - Daniel Lobato Garcia

- Tracker changed from Bug to Support
- Status changed from New to Resolved