

## Publik - Support #48555

### Problème déploiement des instances

15 novembre 2020 09:50 - Yoann Leong-She

<b>Statut:</b>	Fermé	<b>Début:</b>	15 novembre 2020
<b>Priorité:</b>	Normal	<b>Echéance:</b>	
<b>Assigné à:</b>	Christophe Siraut	<b>% réalisé:</b>	0%
<b>Catégorie:</b>		<b>Temps estimé:</b>	0:00 heure
<b>Version cible:</b>		<b>Club:</b>	Non
<b>Patch proposed:</b>	Non		
<b>Planning:</b>	Non		

**Description**

Bonjour,

Je suis en train de déployer Publik sur une VM en local en suivant les instructions de <https://doc-publik.entrouvert.com/guide-de-l-administrateur-systeme/installation/>.

L'installation semble se dérouler sans problème.

Le déploiement des instances par contre n'aboutit pas:

```
root@srv-gru:/home/administrateur# sudo -u hobo hobo-manage cook /home/administrateur/recipe-macollectivite-prod.json -v 2

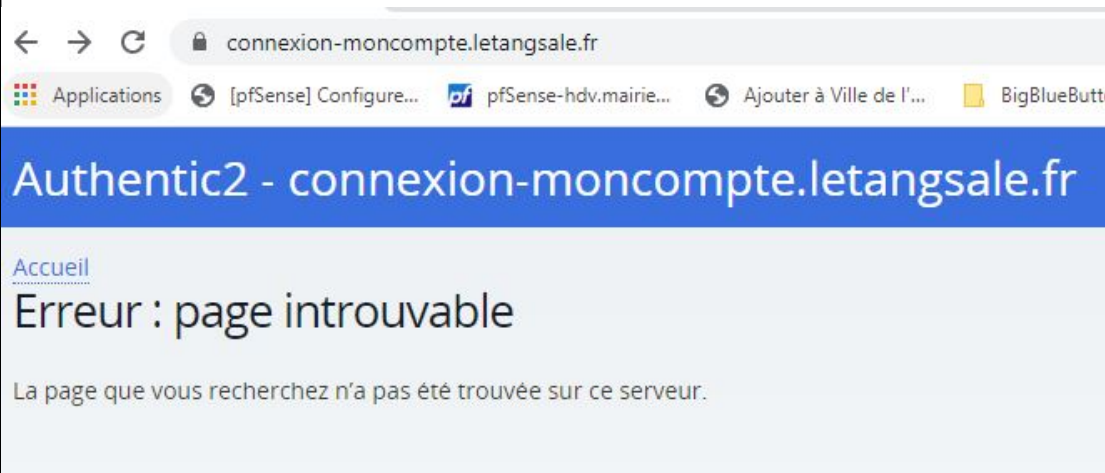
=== Creating schema hobo_moncompte_letangsale_fr
=== Running migrate for schema hobo_moncompte_letangsale_fr
Operations to perform:
  Apply all migrations: admin, auth, common, contenttypes, environment, mellon, profile, sessions
Running migrations:
  Applying contenttypes.0001_initial... OK
  Applying auth.0001_initial... OK
  Applying admin.0001_initial... OK
  Applying admin.0002_logentry_remove_auto_add... OK
  Applying contenttypes.0002_remove_content_type_name... OK
  Applying auth.0002_alter_permission_name_max_length... OK
  Applying auth.0003_alter_user_email_max_length... OK
  Applying auth.0004_alter_user_username_opts... OK
  Applying auth.0005_alter_user_last_login_null... OK
  Applying auth.0006_require_contenttypes_0002... OK
  Applying auth.0007_alter_validators_add_error_messages... OK
  Applying auth.0008_alter_user_username_max_length... OK
  Applying common.0001_initial... OK
  Applying common.0002_auto_20160105_1702... OK
  Applying common.0003_auto_20200707_1656... OK
  Applying environment.0001_initial... OK
  Applying environment.0002_authentic_use_as_idp_for_self... OK
  Applying environment.0003_auto_20150309_0811... OK
  Applying environment.0004_fargo... OK
  Applying environment.0005_variable_label... OK
  Applying environment.0006_auto_20150708_0830... OK
  Applying environment.0007_auto_20151008_1406... OK
  Applying environment.0008_auto_20151021_1414... OK
  Applying environment.0009_mandayejs... OK
  Applying environment.0010_variable_auto... OK
  Applying environment.0011_chrono... OK
  Applying environment.0012_mandayejs_site_app... OK
  Applying environment.0013_auto_20160226_1633... OK
  Applying environment.0014_piwik... OK
  Applying environment.0015_corbo... OK
  Applying environment.0016_bijoe... OK
  Applying environment.0017_hobo... OK
```

```
Applying environment.0018_auto_20161102_1929... OK
Applying environment.0019_delete_piwik... OK
Applying mellon.0001_initial... OK
Applying mellon.0002_sessionindex... OK
Applying profile.0001_initial... OK
Applying profile.0002_add_data... OK
Applying profile.0003_attributedefinition_searchable... OK
Applying profile.0004_auto_20200518_1810... OK
Applying sessions.0001_initial... OK
superuser account: admin / mF448_-Adu2578
Waiting for https://connexion-moncompte.letangsale.fr/ 0s .
CommandError: timeout waiting for https://connexion-moncompte.letangsale.fr/
```

Dans le fichier des logs "authentic2-multitenant-access.log", j'ai des 404:

```
192.168.254.4 - - [15/Nov/2020:11:31:45 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.043 s]
192.168.254.4 - - [15/Nov/2020:11:31:45 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.030 s]
192.168.254.4 - - [15/Nov/2020:11:31:46 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.022 s]
192.168.254.4 - - [15/Nov/2020:11:31:46 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.032 s]
192.168.254.4 - - [15/Nov/2020:11:31:47 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.052 s]
192.168.254.4 - - [15/Nov/2020:11:31:48 +0400] "GET /manage/users/ HTTP/1.1" 404 1019 "-" "python-requests/2.21.0" "connexion-moncompte.letangsale.fr" [0.035 s]
```

En me connectant sur <https://connexion-moncompte.letangsale.fr/>, j'ai la page suivante qui s'affiche:



J'ai la même erreur aussi bien sur Stretch que sur Buster.

Le répertoire "/var/lib/authentic2-multitenant/tenants/" est vide.

Ci-dessous le résultat des commandes "ls -ld /var/lib/\*/tenants/\*" et "ls -ld /var/lib/wcs/\*":

```
root@srv-gru:/home/administrateur# ls -ld /var/lib/*/tenants/*
drwxr-xr-x 5 combo combo 4096 nov. 15 11:30 /var/lib/combo/tenants/moncompte.letangsale.fr
drwxr-xr-x 5 hobo hobo 4096 nov. 15 11:29 /var/lib/hobo/tenants/hobo-moncompte.letangsale.fr

root@srv-gru:/home/administrateur# ls -ld /var/lib/wcs/*
drwxr-xr-x 7 wcs wcs 4096 nov. 14 17:39 /var/lib/wcs/collectstatic
drwxr-xr-x 2 root root 4096 nov. 14 18:06 /var/lib/wcs/skeletons
-rw-r--r-- 1 wcs wcs 0 nov. 14 17:39 /var/lib/wcs/wcs.log
```

Merci d'avance pour votre aide.

#### Demandes liées:

Lié à Publik - Documentation #48557: doc d'installation, configuration des ba...

Fermé

15 novembre 2020

#### Historique

### #1 - 15 novembre 2020 09:56 - Frédéric Péters

- *Projet changé de Authentic 2 à Publik*

- *Club mis à Non*

Bonjour; il faudrait le contenu de `recipe-macollectivite-prod.json`, et vraisemblablement c'est un problème au niveau de `rabbitmq`, avec les messages de demande de provisionning qui n'aboutissent pas, il pourrait y avoir des informations à ce sujet dans `/var/log/hobo-agent/stderr.log`.

### #3 - 15 novembre 2020 10:20 - Yoann Leong-She

Merci beaucoup pour votre réponse.

Ci-dessous le contenu de `recipe-macollectivite-prod.json`:

```
{
  "variables": {
    "hobo": "hobo-moncompte.letangsale.fr",
    "authentic": "connexion-moncompte.letangsale.fr",
    "combo": "moncompte.letangsale.fr",
    "combo_agent": "agents-moncompte.letangsale.fr",
    "passerelle": "passerelle-moncompte.letangsale.fr",
    "wcs": "demarches-moncompte.letangsale.fr",
    "fargo": "portedoc-moncompte.letangsale.fr"
  },
  "steps": [
    {"create-hobo": {
      "url": "https://${hobo}/"
    }},
    {"create-superuser": {
      "email": "admin+letangsale@letangsale.fr",
      "password": "mF448_-Adu2578"
    }},
    {"create-authentic": {
      "url": "https://${authentic}/",
      "title": "Connexion"
    }},
    {"set-idp": { }},
    {"create-combo": {
      "url": "https://${combo}/",
      "title": "Compte citoyen",
      "template_name": "portal-user"
    }},
    {"create-combo": {
      "url": "https://${combo_agent}/",
      "slug": "portal-agent",
      "title": "Portail agent",
      "template_name": "portal-agent"
    }},
    {"create-wcs": {
      "url": "https://${wcs}/",
      "title": "Démarches",
      "template_name": "modele.zip"
    }},
    {"create-fargo": {
      "url": "https://${fargo}/",
      "title": "Porte-documents"
    }},
    {"create-passerelle": {
      "url": "https://${passerelle}/",
      "title": "Passerelle"
    }},
    {"set-theme": {
      "theme": "publik"
    }}
  ]
}
```

`/var/log/hobo-agent/stderr.log`:

```
[2020-11-15 13:11:07,503: INFO/MainProcess] Received task: hobo-deploy[ed8193b5-9432-4b7b-bb6b-da9a5ee6a2d8]
expires:[2020-11-15 09:21:07.023157+00:00]
[2020-11-15 13:11:10,568: ERROR/ForkPoolWorker-1] Task hobo-deploy[ed8193b5-9432-4b7b-bb6b-da9a5ee6a2d8] raise
d unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo
_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n\n=== Creating schema connexion_moncompte_le
```

```
tangsale_fr\n\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n\n")
Traceback (most recent call last):
  File "/usr/lib/python3/dist-packages/celery/app/trace.py", line 382, in trace_task
    R = retval = fun(*args, **kwargs)
  File "/usr/lib/python3/dist-packages/celery/app/trace.py", line 641, in __protected_call__
    return self.run(*args, **kwargs)
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/celery.py", line 37, in deploy
    services.deploy(environment)
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in deploy
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 748, in next
    raise value
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 121, in worker
    result = (True, func(*args, **kwds))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in <lambda>
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 86, in execute
    raise RuntimeError('command "%s" failed: %r %r' % (cmd, stdout, stderr))
RuntimeError: command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n\n"
[2020-11-15 13:11:22,954: INFO/MainProcess] Received task: hobo-deploy[a46b3f0a-2586-476b-ae63-d38fd6b6e1b1]
expires:[2020-11-15 09:21:22.944263+00:00]
[2020-11-15 13:11:25,819: ERROR/ForkPoolWorker-1] Task hobo-deploy[a46b3f0a-2586-476b-ae63-d38fd6b6e1b1] raise
d unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo
_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n\n=== Creating schema connexion_moncompte_letangsale_fr\n\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n\n")
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[2020-11-15 13:11:38,338: INFO/MainProcess] Received task: hobo-deploy[59c34e5e-5055-4a86-b3a1-bfal1a1a06603]
expires:[2020-11-15 09:21:38.312383+00:00]
[2020-11-15 13:11:41,527: ERROR/ForkPoolWorker-1] Task hobo-deploy[59c34e5e-5055-4a86-b3a1-bfal1a1a06603] raise
d unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo
_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n\n=== Creating schema connexion_moncompte_letangsale_fr\n\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n\n")
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```

```
RuntimeError: command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n"
[2020-11-15 13:11:53,334: INFO/MainProcess] Received task: hobo-deploy[78b3bbdd-d3af-4938-9d41-58927854380c] expires:[2020-11-15 09:21:53.322449+00:00]
[2020-11-15 13:11:55,894: ERROR/ForkPoolWorker-1] Task hobo-deploy[78b3bbdd-d3af-4938-9d41-58927854380c] raised unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n"')
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[2020-11-15 13:12:08,745: INFO/MainProcess] Received task: hobo-deploy[aa493067-5d63-4fdf-9234-c20d9e530de1] expires:[2020-11-15 09:22:08.717521+00:00]
[2020-11-15 13:12:12,535: ERROR/ForkPoolWorker-1] Task hobo-deploy[aa493067-5d63-4fdf-9234-c20d9e530de1] raised unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n"')
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[2020-11-15 13:12:23,807: INFO/MainProcess] Received task: hobo-deploy[0b6094ab-e522-4f03-93d6-e23e397adc15] expires:[2020-11-15 09:22:23.796330+00:00]
[2020-11-15 13:12:26,719: ERROR/ForkPoolWorker-1] Task hobo-deploy[0b6094ab-e522-4f03-93d6-e23e397adc15] raised unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe pas\n)\n"')
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```

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"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe
pas\n)\n"
[2020-11-15 13:12:39,382: INFO/MainProcess] Received task: hobo-deploy[8cee3c60-1ba7-4808-861c-3f9ff2a09f31]
expires:[2020-11-15 09:22:39.370548+00:00]
[2020-11-15 13:12:42,604: ERROR/ForkPoolWorker-1] Task hobo-deploy[8cee3c60-1ba7-4808-861c-3f9ff2a09f31] raise
d unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo
_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multite
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    services.deploy(environment)
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in deploy
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 748, in next
    raise value
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 121, in worker
    result = (True, func(*args, **kwargs))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in <lambda>
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 86, in execute
    raise RuntimeError('command "%s" failed: %r %r' % (cmd, stdout, stderr))
RuntimeError: command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b
"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe
pas\n)\n"
[2020-11-15 13:12:54,897: INFO/MainProcess] Received task: hobo-deploy[989a50a0-a7d3-4121-904f-ef7dd8c663cb]
expires:[2020-11-15 09:22:54.884155+00:00]
[2020-11-15 13:12:57,801: ERROR/ForkPoolWorker-1] Task hobo-deploy[989a50a0-a7d3-4121-904f-ef7dd8c663cb] raise
d unexpected: RuntimeError('command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo
_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n\n' b"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multite
nant \xc2\xbb n'existe pas\n)\n")
Traceback (most recent call last):
  File "/usr/lib/python3/dist-packages/celery/app/trace.py", line 382, in trace_task
    R = retval = fun(*args, **kwargs)
  File "/usr/lib/python3/dist-packages/celery/app/trace.py", line 641, in __protected_call__
    return self.run(*args, **kwargs)
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/celery.py", line 37, in deploy
    services.deploy(environment)
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in deploy
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 748, in next
    raise value
  File "/usr/lib/python3.7/multiprocessing/pool.py", line 121, in worker
    result = (True, func(*args, **kwargs))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 224, in <lambda>
    list(pool.imap_unordered(lambda x: x.execute(environment), services))
  File "/usr/lib/python3/dist-packages/hobo/agent/worker/services.py", line 86, in execute
    raise RuntimeError('command "%s" failed: %r %r' % (cmd, stdout, stderr))
RuntimeError: command "sudo -u authentic-multitenant /usr/bin/authentic2-multitenant-manage hobo_deploy https://connexion-moncompte.letangsale.fr/ -" failed: b'\n=== Creating schema connexion_moncompte_letangsale_fr\n' b
"CommandError: tenant creation failed (FATAL: le r\xc3\xb4le \xc2\xab authentic-multitenant \xc2\xbb n'existe
pas\n)\n"

```

#### #4 - 15 novembre 2020 10:39 - Frédéric Péters

- Assigné à mis à Christophe Siraut

Parfait, on y voit donc l'erreur :

```
Creating schema connexion_moncompte_letangsale_fr\n\n' b"CommandError: tenant
creation failed (FATAL: le r\c3\4e \c2\ab authentic-multitenant \c2\bb n'existe pas\n\n")
Traceback (most recent call last):
```

Le rôle "authentic-multitenant" n'existe pas.

Je vois que cette subtilité n'est pas reprise dans

<https://doc-publik.entrouvert.com/guide-de-l-administrateur-systeme/installation/creation-des-bases-de-donnees/>

En imaginant que les instructions de cette page ont été suivies (i.e. la création d'une base authentic et d'un utilisateur authentic), il faudrait créer un fichier /etc/authentic2-multitenant/settings.d/database.py renseignant les paramètres de la connexion à la base de données.

```
DATABASES['default']['NAME'] = 'authentic'
DATABASES['default']['USER'] = 'authentic'
DATABASES['default']['PASSWORD'] = 'le mot de passe'
```

Mais s'il est possible de repartir de zéro dans cette configuration des bases de données, la base authentic pourrait être supprimée pour être recrée avec le nom "authentic2\_multitenant" et associée à un utilisateur "authentic-multitenant".

Le script mentionné en bas de <https://doc-publik.entrouvert.com/guide-de-l-administrateur-systeme/installation/creation-des-bases-de-donnees/>, dans la section "Création automatisée des bases de données:" devrait permettre de tout faire dans l'ordre attendu mais je ne sais pas dans quelle mesure il va fonctionner sur un système déjà en partie configuré.

Je passe le ticket à mon collègue Christophe qui a rédigé la documentation et le script en question, pour regarder ça demain.

#### #5 - 15 novembre 2020 10:44 - Frédéric Péters

- Lié à Documentation #48557: doc d'installation, configuration des bases de données ajouté

#### #6 - 15 novembre 2020 16:08 - Yoann Leong-She

Je suis reparti de zéro. J'ai donc créé la BDD "authentic2\_multitenant" associée à l'utilisateur "authentic-multitenant".

Cette fois-ci, avec votre solution, le déploiement des instances s'est déroulé correctement.

Merci encore pour votre intervention.

Je m'attaque maintenant au Guide de l'administrateur fonctionnel.

PS: dans les prérequis (<https://doc-publik.entrouvert.com/guide-de-l-administrateur-systeme/installation/pre-requis/>), il est spécifié que Publik doit être déployé sous Debian 9. Cela veut-il dire que pour une mise en production, il n'est pas conseillé d'utiliser la version 10 ?

#### #7 - 15 novembre 2020 16:30 - Frédéric Péters

- Statut changé de Nouveau à Fermé

il est spécifié que Publik doit être déployé sous Debian 9. Cela veut-il dire que pour une mise en production, il n'est pas conseillé d'utiliser la version 10 ?

Non, on déploie désormais uniquement sur Debian 10, ces prérequis devraient être mis à jour pour conseiller Debian 10.

Je clos ce ticket, j'ai créé un ticket pour suivre la mise à jour de la documentation ([#48557](#)).

#### #8 - 15 novembre 2020 16:34 - Yoann Leong-She

OK. Merci encore et bon fin de week-end à vous.

### Fichiers

Capture.JPG

35,4 ko 15 novembre 2020

Yoann Leong-She