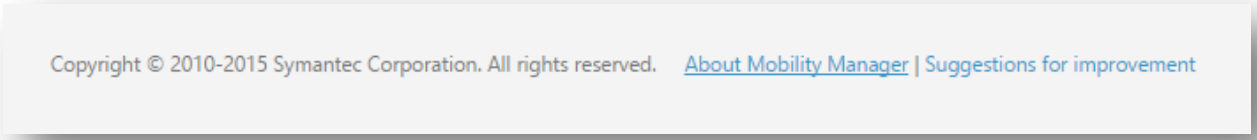
Contents

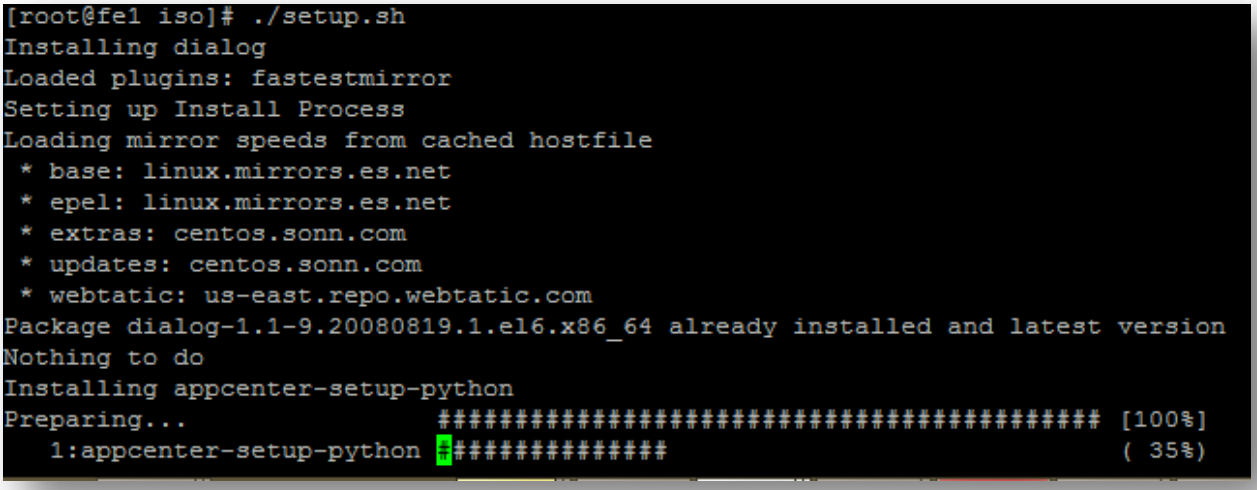
Bootstrapping and repairing RabbitMQ configuration on a production Mobility front-end

1. Mount the Mobility server's corresponding ISO (5.3 or later) to the system:
   mount -o loop /tmp/symantec_appcenter_5.4.1_Linux_ML.iso /mnt/iso

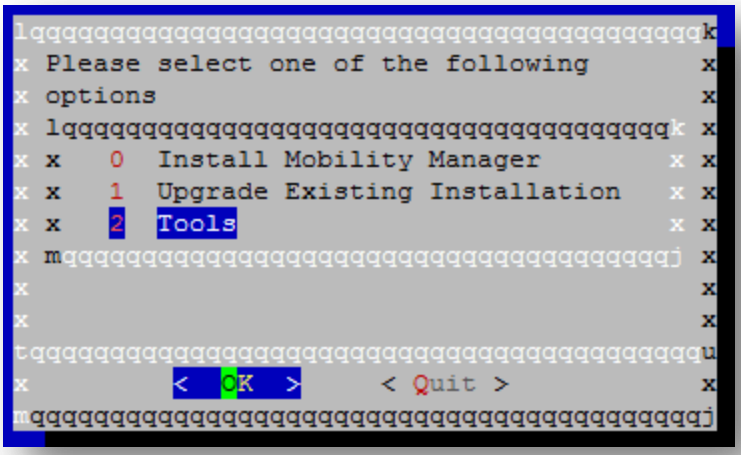
Note: To find the version, from the admin console select **About Mobility Manager** at the bottom.



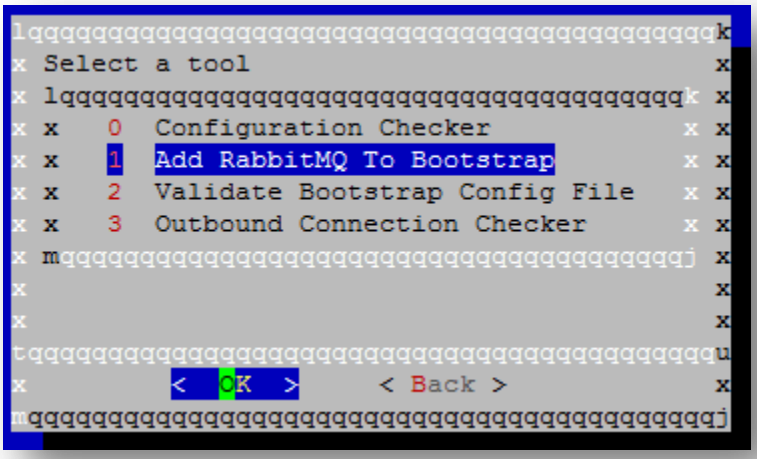
2. Run the ./setup.sh utility, as root:
   ./setup.sh



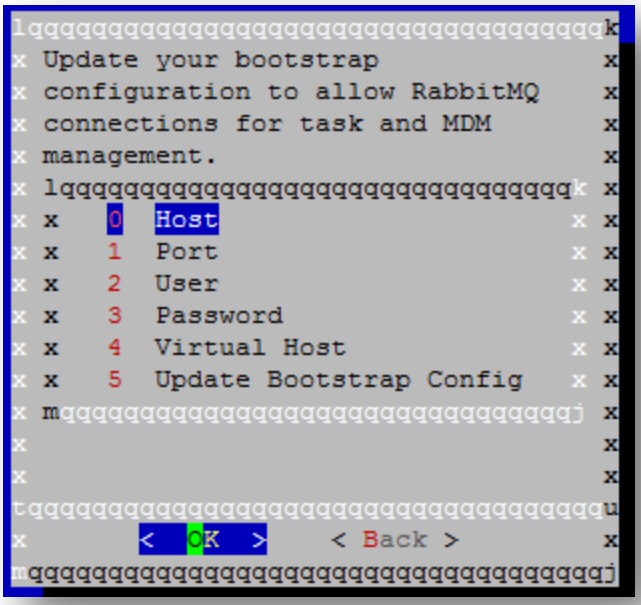
3. Select **Tools** and <enter>



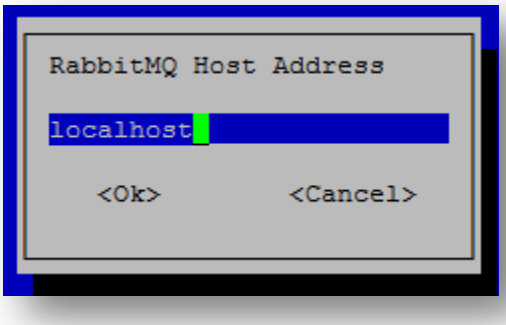
4. Select **Add RabbitmQ To Bootstrap** and <enter>



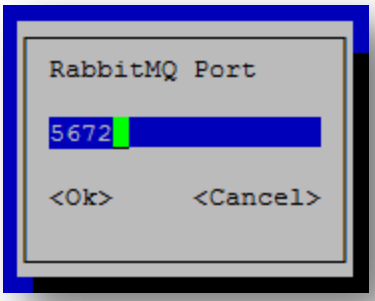
5. Select **Host** and <enter>



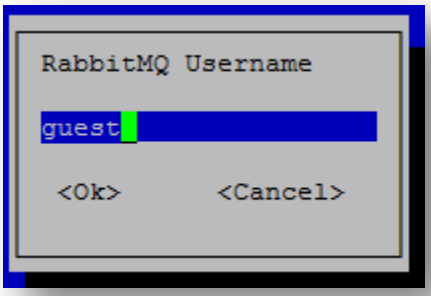
6. Enter the address of the RabbitMQ server. If using a local server, enter **localhost** otherwise use the hostname of the RabbitMQ master server. <enter>



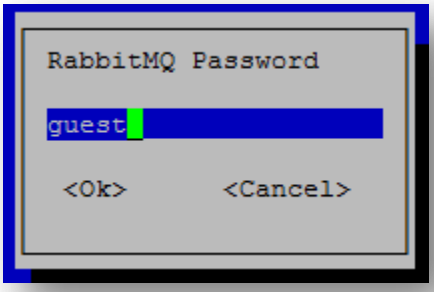
7. Select **Port** and use 5672:



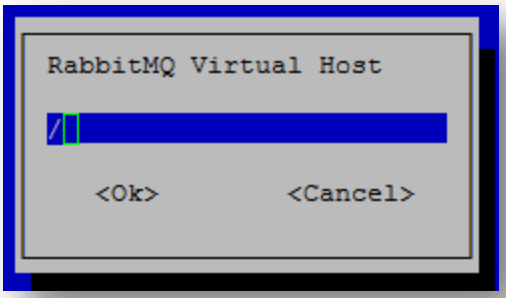
8. For the **User** enter **guest** if a local server is used, otherwise enter the username set during the RabbitMQ installation:



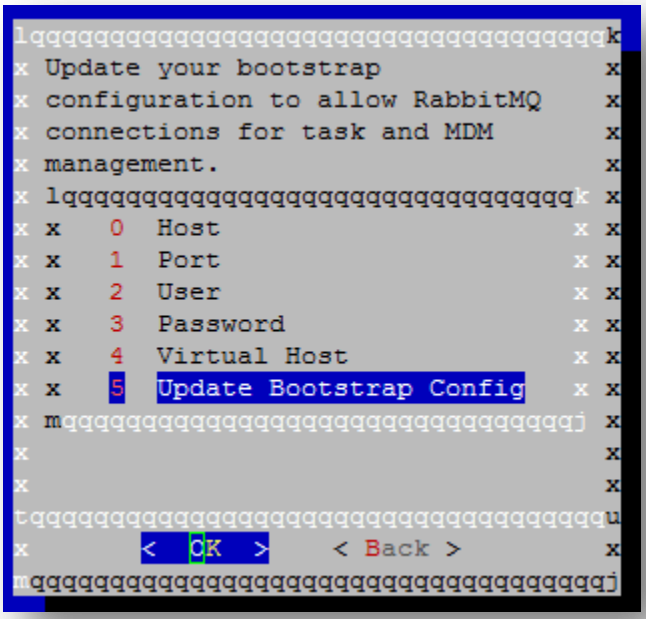
9. For the **Password** also enter **guest** if a local server is used, otherwise enter the password set during the RabbitMQ installation:



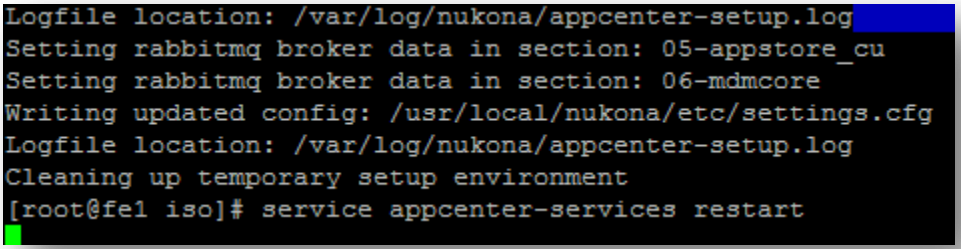
10. For the **Virtual Host** enter **/** if a local server is used, otherwise enter the virtual host as configured during installation:



11. Select **Upgrade Bootstrap Configuration** and <enter>



12. Restart the appcenter-services, as root:
    service appcenter-services restart



13. Finally tail -f the following log file to determine whether a connection to rabbitMQ was successfully established:
    tail -f /var/log/symantec-mdm/services/CertificateManager.log

```
[root@fe1 iso]# tail -f /var/log/symantec-mdm/services/CertificateManager.log
2015-12-22|01:25:32.383, DEBUG [] fe1.testlab.smmglobal.net, mono-service, EnsureQueueExists, Queue connection created successfully. CertificateManager
2015-12-22|01:40:21.532, INFO  [] fe1.testlab.smmglobal.net, mono-service, .ctor, Starting Symantec MDM Certificate Manager Service, version: 7.2.238.0
2015-12-22|01:40:21.630, TRACE [] fe1.testlab.smmglobal.net, mono-service, .cctor, Setting initializer for CoreDataModel to use CoreInitializer.
2015-12-22|01:40:21.635, TRACE [] fe1.testlab.smmglobal.net, mono-service, .ctor, Constructing CoreInitializer.
2015-12-22|01:40:24.943, TRACE [] fe1.testlab.smmglobal.net, mono-service, InitializeDatabase, Initializing CoreDataModel.
2015-12-22|01:40:27.966, INFO  [] fe1.testlab.smmglobal.net, mono-service, Start, Service starting thread manager.
2015-12-22|01:40:27.970, INFO  [] fe1.testlab.smmglobal.net, mono-service, MainConsumerThread, MessageConsumer:MainConsumerThread Started.
2015-12-22|01:40:27.973, DEBUG [] fe1.testlab.smmglobal.net, mono-service, EnsureQueueExists, Creating connection to queue CertificateManager.
2015-12-22|01:40:27.974, DEBUG [] fe1.testlab.smmglobal.net, mono-service, CreateModel, Attempting to connect to Rabbit, will continue to try until connection is established.
2015-12-22|01:40:29.111, DEBUG [] fe1.testlab.smmglobal.net, mono-service, EnsureQueueExists, Queue connection created successfully. CertificateManager
```

Appendix:

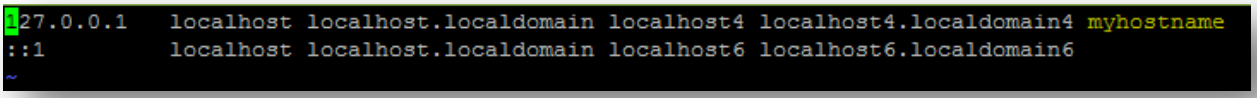
The RabbitMQ service fails to start / restart (HOWTO109655 HOWTO110300):

```
[2015-03-20 11:08:41,259 DEBUG] stderr =
[2015-03-20 11:08:41,265 INFO] Installing and configuring internal RabbitMQ serv
er
[2015-03-20 11:08:41,276 DEBUG] /etc/init.d/rabbitmq-server restart
[2015-03-20 11:08:44,411 DEBUG] stdout = Restarting rabbitmq-server: RabbitMQ is
 not running
FAILED - check /var/log/rabbitmq/startup_{log, _err}
rabbitmq-server.

[2015-03-20 11:08:44,413 DEBUG] stderr =
[2015-03-20 11:08:44,413 ERROR] Failed to restart rabbit server
[2015-03-20 11:08:44,414 INFO] Setting SELinux back to Enforcing
[2015-03-20 11:08:44,448 DEBUG] /usr/sbin/setenforce 1
[2015-03-20 11:08:44,479 DEBUG] stdout =
[2015-03-20 11:08:44,481 DEBUG] stderr =
[2015-03-20 11:08:44,482 DEBUG] Next view: /install/failure
[2015-03-20 11:08:44,483 ERROR] !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
[2015-03-20 11:08:44,488 ERROR] Failed to install Mobility Manager!
[2015-03-20 11:08:44,489 ERROR] !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
[2015-03-20 11:08:44,490 INFO] Logfile location: /var/log/nukona/appcenter-setup
.log
[2015-03-20 11:08:44,490 DEBUG] Exiting run(HomeView)
(END)
```

1. Go to /var/log/rabbitmq/startup_log:
   less /var/log/rabbitmq/startus_log
2. Type **q** to exit **less**.

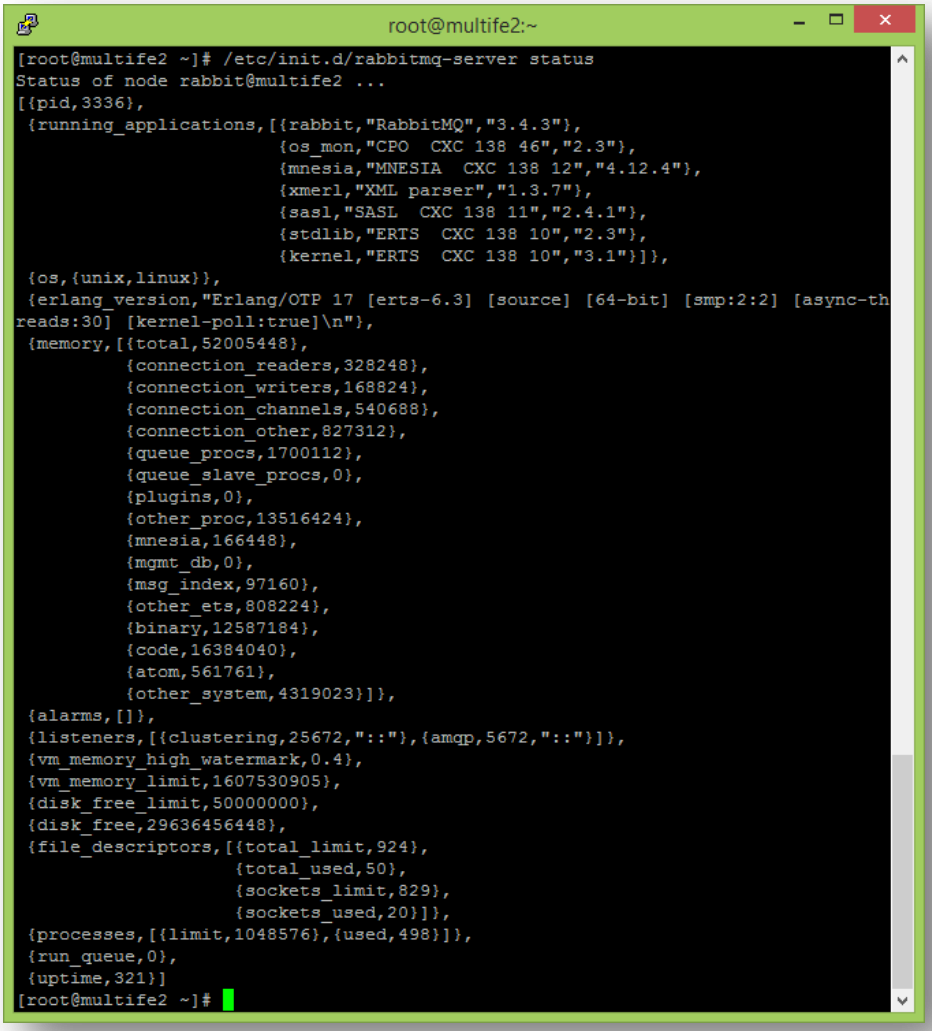
3. Verify that the server name resolves to 127.0.0.1 by entering the following where <hostname> is replaced with that of the machine:
   ping <hostname>
4. Edit **/etc/hosts** adding the hostname of the server to the IPV4 loop back (127.0.0.1):



Tip: Quick guide to **vi**:
i → Insert
Esc key → End insert mode and returns to command mode which allows the below two commands:
:q! → Colon followed by **q!** quits without making any changes.
:wq → Colon followed by **wq** writes and quits, saving changes.

5. Also verify that /var/log/rabbitmq and /var/lib/rabbitmq is owned by the rabbitmq user by entering the below commands, as root:
   /etc/init.d/rabbitmq-server stop
   chown -R rabbitmq /var/log/rabbitmq
   chmod -R 755 /var/log/

6. Restart the rabbitMQ services with by entering the following command:
   /etc/init.d/rabbitmq-server restart
7. If the service still does not start, grep for any orphaned Rabbit services by entering the following:
   ps -Al | grep rabbit
   ps -Al | grep erlang
8. Take note of any processes and enter the following, filling in the below syntax with the PID from the above command:
   kill <PID>
9. Restart rabbitmq-server:
   /etc/init.d/rabbitmq-server restart
10. Set the RabbitMQ service to start with the server:
    chkconfig --level 2345 rabbitmq-server on
11. If there is still an error, reboot the server:
    sudo reboot
12. During startup, verify that all the Mobility (appcenter) services have started by pressing the **F2** key. Once log back into the terminal, as root and type:
    /etc/init.d/rabbitmq-server status
13. If there is no status output then start the service with:
    /etc/init.d/rabbitmq-server restart
14. Re-check the status with:
    /etc/init.d/rabbitmq-server status



Note: The above is an example of a running RabbitMQ server from the **/etc/init.d/rabbitmq-server status** command.