

FreeNAS - Bug #39533

Format Plugins IP address field in new UI to make it obvious that interface and mask are also required

07/25/2018 04:30 AM - Greg Fitzgerald

Status:	Done	
Priority:	No priority	
Assignee:	Lola Yang	
Category:	GUI (new)	
Target version:	11.2-BETA2	
Seen in:	11.2-BETA1	Needs Merging: No
Severity:	Medium	Needs Automation: No
Reason for Closing:		Support Suite Ticket: n/a
Reason for Blocked:		Hardware Configuration:
Needs QA:	No	ChangeLog Required: No
Needs Doc:	No	

Description

I tried to use the plex media server plugin (not plexpass) and it's not working. I manually specified a ip i know is free on my network and i'm getting the following error during the install process.

```
{repo} could not be reached, please check your DNS
Error: concurrent.futures.process._RemoteTraceback:
"""
Traceback (most recent call last):
  File "/usr/local/lib/python3.6/concurrent/futures/process.py", line 175, in _process_worker
    r = call_item.fn(call_item.args, **call_item.kwargs)
  File "/usr/local/lib/python3.6/site-packages/middlewared/worker.py", line 122, in main_worker
    res = loop.run_until_complete(coro)
  File "/usr/local/lib/python3.6/asyncio/base_events.py", line 468, in run_until_complete
    return future.result()
  File "/usr/local/lib/python3.6/site-packages/middlewared/worker.py", line 82, in _run
    return await self._call(f'{service_name}.{method}', serviceobj, methodobj, params=args, job=jo
b)
  File "/usr/local/lib/python3.6/site-packages/middlewared/worker.py", line 75, in _call
    return methodobj(*params)
  File "/usr/local/lib/python3.6/site-packages/middlewared/worker.py", line 75, in _call
    return methodobj(*params)
  File "/usr/local/lib/python3.6/site-packages/middlewared/schema.py", line 662, in nf
    return f(*args, **kwargs)
  File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/jail.py", line 238, in fetch
    iocage.fetch(*options)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/iocage.py", line 909, in fetch
    props, accept_license=accept, official=official)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_plugin.py", line 689, in fetch_plugi
n_index
    props, 0, accept_license)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_plugin.py", line 124, in fetch_plugi
n
    _conf, pkg, props, repo_dir)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_plugin.py", line 461, in
fetch_plugin_install_packages
    uuid, jailedir, _conf, repo=conf["packagesite"], site=repo_name)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_create.py", line 556, in create_inst
all_packages
    silent=self.silent)
  File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_common.py", line 82, in logit
```

```
_callback({"level": level, "message": msg}, exit_on_error)
File "/usr/local/lib/python3.6/site-packages/iocage/lib/ioc_common.py", line 61, in callback
raise RuntimeError(message)
RuntimeError: {repo} could not be reached, please check your DNS
"""
```

The above exception was the direct cause of the following exception:

Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middlewared/job.py", line 332, in run
await self.future
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 129, in throw
return self.gen.throw(type, value, traceback)
File "/usr/local/lib/python3.6/site-packages/middlewared/job.py", line 356, in _run_body
rv = await self.middleware._call_worker(self.serviceobj, self.method_name, *self.args, job={'id': self.id})
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 129, in throw
return self.gen.throw(type, value, traceback)
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 977, in _call_worker
job,
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 129, in throw
return self.gen.throw(type, value, traceback)
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 908, in run_in_proc
return await self.run_in_executor(self._pool, method, *args, **kwargs)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 129, in throw
return self.gen.throw(type, value, traceback)
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 902, in run_in_executor
return await loop.run_in_executor(pool, functools.partial(method, *args, **kwargs))
RuntimeError: {repo} could not be reached, please check your DNS
```

I have ssh'd into my freenas machine and I can ping outside my network. So not sure why i'm seeing dns errors.

The jail appears to have been created after this error, I can shell into it. Plex is not installed and running though.

Related issues:

Has duplicate FreeNAS - Feature #36483: Add fields to enter interface or netm...	Closed
Has duplicate FreeNAS - Bug #36463: Unable to communicate with iocage jail cr...	Closed

History

#1 - 07/25/2018 04:31 AM - Greg Fitzgerald

- File *debug-freenas-20180725113117.txz* added
- Private changed from No to Yes

#2 - 07/25/2018 05:44 AM - Dru Lavigne

- Is duplicate of Bug #37870: Plugins will not install fail with {repo} could not be reached, please check your DNS added

#3 - 07/25/2018 05:44 AM - Dru Lavigne

- File deleted (*debug-freenas-20180725113117.txz*)

#4 - 07/25/2018 05:45 AM - Dru Lavigne

- Status changed from Unscreened to Closed
- Target version changed from Backlog to N/A
- Private changed from Yes to No
- Reason for Closing set to Duplicate Issue

Greg: please follow the progress of the duplicate bug for the resolution of this issue.

#5 - 07/25/2018 05:56 AM - William Grzybowski

- Category changed from Services to Middleware
- Status changed from Closed to Unscreened
- Assignee changed from Release Council to Brandon Schneider
- Severity changed from New to Medium
- Reason for Closing deleted (Duplicate Issue)

I dont think its the same issue. He is using his own IP instead of DHCP.

Brandon, can you investigate this, please?

#6 - 07/25/2018 05:58 AM - Dru Lavigne

- Target version changed from N/A to Backlog

#7 - 07/25/2018 06:11 AM - William Grzybowski

- Target version changed from Backlog to 11.2-BETA3

#8 - 07/25/2018 05:42 PM - Brandon Schneider

- Status changed from Unscreened to Not Started

#9 - 07/25/2018 10:33 PM - Jurgen Segaert

Hi Greg: Can you provide the output of:

```
iocage list -l
```

so that we can check what you entered in the IPv4 address field. Note that the documentation on this field in 11.2-BETA1 is somewhat lacking. If you only enter an IP address in this field, you'll get a traceback like the one you got.

What the field really expects is: **<interface>|<IP address><subnet>**

So instead of just entering just e.g. **192.168.0.100**, you need to enter something like **em0|192.168.0.100/24**

#10 - 07/26/2018 09:45 AM - William Grzybowski

- Is duplicate of deleted (Bug #37870: Plugins will not install fail with {repo} could not be reached, please check your DNS)

#11 - 07/26/2018 10:39 AM - Dru Lavigne

- Subject changed from plex media server plugin not working to Format Plugins IP address field in new UI to make it obvious that interface and mask are also required
- Category changed from Middleware to GUI (new)
- Assignee changed from Brandon Schneider to Lola Yang

Lola: please format the IPv4 Plugins field similarly to the 3 fields used in Jails (that let the user pick the interface, type the IP, and select the mask).

#12 - 07/26/2018 10:39 AM - Dru Lavigne

- Target version changed from 11.2-BETA3 to 11.2-BETA2

#13 - 07/26/2018 12:26 PM - Lola Yang

- Status changed from *Not Started* to *In Progress*

<https://github.com/freenas/webui/pull/1062>

#14 - 07/26/2018 02:57 PM - Dru Lavigne

- Status changed from *In Progress* to *Ready for Testing*

- Needs Merging changed from *Yes* to *No*

#15 - 07/27/2018 01:15 PM - Bonnie Follweiler

- Status changed from *Ready for Testing* to *Passed Testing*

- Needs QA changed from *Yes* to *No*

Test Passed in FreeNAS-11.2-MASTER-201807270859
(Build Date: Jul 27, 2018 12:10)

#16 - 07/30/2018 11:06 AM - Dru Lavigne

- Status changed from *Passed Testing* to *Done*

- Needs Doc changed from *Yes* to *No*

Doc commit: <https://github.com/freenas/freenas-docs/commit/6b5d8d547000f650fc04bb3323819a60f93421c0>

#17 - 10/10/2018 11:51 AM - Dru Lavigne

- Has duplicate Feature #36483: Add fields to enter interface or netmask when installing a plugin added

#18 - 10/10/2018 11:54 AM - Dru Lavigne

- Has duplicate Bug #36463: Unable to communicate with iocage jail created with static ip added