RPM troubleshooting_sysadmin

FAQ and known issues.

FAQ

Is censhare installed via RPM and which version?

```
# rpm -q censhare-Server
censhare-Server-2017.4.2-5512.0.x86_64
```

Can I verify if files have been changed after the RPM has been installed?

You can verify a RPM installation if any files have been modified after the original RPM has been installed. For furchter information please see RPM verify.

```
# rpm -V censhare-Server
```

Where can I find installation/uninstallation log files?

Such logfiles will be written to the directory */instlog/* and deleted after 60 days.

Is it possible to downgrade?

RPM supports downgrading, but please keep in mind that this will not downgrade your Database Schema. So if there where any changes on the Database Schema, you need to restore the database from a backup. Just run the yum command with the desired version you want to downgrade to.

```
yum downgrade censhare-Server-2017.3.1
```

Is it possible to automatically install bugfix updates?

Yes, this is possible with *yum-cron* , but please keep in my mind that we can't give you any guarantee here and you should always have a backup ready in order to restore, if anything went wrong. If you automatically want JDK to be upgraded, keep in mind to make a post-action in order to restart censhare-Server after an JDK update.

```
# yum install yum-cron yum-plugin-post-transaction-actions
```

How do I update the OS packages or censhare packages separately?

```
censhare only:
yum --disablerepo="*" --enablerepo="censhare-Server,censhare-3rdparty" update
OS only:
yum --disablerepo="*" --enablerepo="rhel-7-server-rpms" update
```

If I update all my censhare-Servers, including Remote-Servers, will they all try to update the Database Schema?

No, the DatabaseUpdate.sh script will only try to update a database schema, if it runs from the Server that has the master role, which can be only one server.

Known Issues

1. File conflict when updating to censhare-ImageMagick-6.9.8-10

Sympton

When using *yum update* , the following error message appears

```
file /opt/corpus/tools/dcraw/dcraw from install of censhare-ImageMagick-6.9.8-10.x86_64 conflicts with file
from package censhare-dcraw-9.07-1.442.x86_64
```

Cause

The files from dcraw have been moved into the package censhare-ImageMagick, therefore the old installed packages dcraw conflicts with the new installed package for ImageMagick.

Solution

In order to resolve the issue, you need first to update **censhare-ImageTools** as the dependency on dcraw has been removed here, then you can remove dcraw, and then you can update ImageMagick. You have to do this all in one transaction, so you need to use **yum shell** .

```
# yum shell
update censhare-ImageTools
remove censhare-dcraw
update censhare-ImageMagick
run
```

2. On SLES older version of *censhare-ImageTools* is installing

Sympton

When using **zypper install censhare-Service-Client** , the following error message appears

```
Additional rpm output:warning: /var/cache/zypp/packages/censhare-3rdparty/censhare-ImageTools-1.1-0.x86_64.
rpm: Header V4 RSA/SHA1 Signature, key ID 6cae093c: NOKEYwarning: %post(censhare-ImageTools-1.1-0.x86_64)
scriptlet failed, exit status 6
```

Solution

In order to resolve the issue, you need first to install " **libSM6 and libgomp1".**

```
zypper install libSM6 libgomp1
```

3. Old exiftool was not following naming conventions, so the new version 11.11 can't update

Sympton

After updating two versions of exiftool are installed

```
rpm -q censhare-exiftool
censhare-exiftool-9.20-0.noarch
```

```
rpm -q censhare-Image-ExifTool
censhare-Image-ExifTool-11.11-0.noarch
```

Solution

If you remove the old exiftool version, it will also remove a link to the current version, therefore after removing old exiftool, you should run reinstall on the new exiftool

```
yum remove censhare-exiftool && yum reinstall censhare-Image-ExifTool
```

4. After Updating to a JDK11 version, keytool is missing

Symptom

After updating from a version <2019.2 to >=2019.2 also a new JDK version 11 will be installed, after that `keytool` is not anymore in PATH

Solution

Run following command as root

```
alternatives --auto java
```