

# Problems when installing SoftWLC

## Problems independent of the operating system

The script failed with an error due to problems checking the availability of ports

```
eltek@eltek:~$
Processing triggers for systemd (237-3ubuntu10.44) ...
mysql: [Warning] Using a password on the command line interface can be insecure.
Restarting all eltex services..
Waiting 120 seconds..
##### (100%)
Check EMS port (60 seconds for retry)..
Checking port '9310' - error
Checking port '9310' - error
Checking port '9310' - passed
Waiting 10 seconds..

Start TCP/UDP port checking for all services..
Checking tcp port '3306' for application 'mysql' (Server MySQL) - passed
Checking tcp port '27017' for application 'mongo' (MongoDB server) - passed
Checking tcp port '9310' for application 'java' (EMS-server Applet API) - passed
Checking udp port '162' for application 'java' (EMS server SNMP API) - error
Checking tcp port '8080' for application 'java' (Tomcat (SR 825, EMS, EMS applet)) - error
Checking tcp port '8080' for application 'nginx' (Nginx proxy server) - passed
Checking tcp port '9000' for application 'java' (Captive Portal, Portal Group) - passed
Checking tcp port '9001' for application 'java' (Portal Constructor, Portal Group) - passed
Checking tcp port '9040' for application 'java' (eltex-notification-gw, Portal Group) - passed
Checking tcp port '9090' for application 'java' (eltex-ops, Portal Group) - passed
Checking tcp port '9099' for application 'java' (eltex-logging-service, Portal Group) - passed
Checking tcp port '9099' for application 'java' (eltex-mercury service, Portal Group) - passed
Checking tcp port '9098' for application 'java' (eltex-policy service GNPC API, Portal Group) - error
Checking tcp port '9099' for application 'java' (eltex-policy service HTTP API, Portal Group) - error
Checking tcp port '7090' for application 'java' (PCRF monitoring API) - error
Checking tcp port '7090' for application 'java' (PCRF RADIUS API) - error
Checking tcp port '5701' for application 'java' (PCRF Haaicast API) - error
Checking udp port '1813' for application 'java' (PCRF, RADIUS accounting API) - error
Checking udp port '1813' for application 'eltex-radius' (RADIUS, auth API) - passed
Checking udp port '1813' for application 'eltex-radius' (Rites Auth Service, auth API) - passed
Checking udp port '1813' for application 'eltex-radius' (Rites Auth Service, accounting API) - passed
Checking udp port '514' for application 'syslog' (Linux syslog server) - passed
Checking udp port '69' for application 'tftp' (Linux TFTP server) - passed

Found 6 errors, script aborted!
eltek@eltek:~$
```

It is possible that some services did not have time to load in the allotted time (120 seconds).

In this case, check the availability of ports by running the installation script again with the key **--test-ports**

```
sudo ./eltek-softwlc-helper-latest.sh --test-ports
```

All checks must be passed.

Use a [script](#) that checks the availability of ports (the same script is run at the end of the installer script). Transfer it to the server with the controller, grant execution rights and run it.

```
chmod +x tools_check-port.sh
sudo ./tools_check-port.sh
```

All checks must be passed.

## Solving problems on Debian 9.13 (stretch) platform

### Missing "dirmngr" packet

Description:

During the execution of the installation script, it ends with an error.

```
Executing: /tmp/apt-key-gpghome.N4BkULSyIP/gpg.1.sh --keyserver hkp://keyserver.ubuntu.com:80 --recv
9DA31620334BD75D9DCB49F368818C72E52529D4
gpg: failed to start the dirmngr '/usr/bin/dirmngr': No such file or directory
gpg: connecting dirmngr at '/tmp/apt-key-gpghome.N4BkULSyIP/S.dirmngr' failed: No such file or directory
gpg: keyserver receive failed: No dirmngr
```

Solution:

Install the dirmngr packet

```
sudo apt install dirmngr
```

Version of mysql-common newer than required

Description:

During the execution of the installation script, it ends with an error.

```
Packages will be replaced with OLDER versions:
mysql-common
0 updated, 0 new packages installed, 1 packets replaced with older versions, 0 packets marked for deletion, and
0 packets not updated.
E: Packages have been replaced with older versions and the -y parameter was specified without --allow-downgrades.
```

Solution:

Delete the current version of mysql-common along with the configuration

```
sudo apt purge mysql-common
```

## Solving problems on Astra Linux SE 1.7

With the following log:

```
Media change: please insert the disc labeled
'OS Astra Linux 1.7.1 1.7_x86-64 DVD'
in the drive '/media/cdrom/' and press [Enter]
```

It is necessary to switch the repository from DVD to http. To do this, go to the file **/etc/apt/sources.list\_astra**

```
sudo vim /etc/apt/sources.list_astra
```

Comment out the line **deb cdrom:[OS Astra Linux 1.7.1 1.7\_x86-64 DVD ]/ 1.7\_x86-64 contrib main non-free**

```
#deb cdrom:[OS Astra Linux 1.7.1 1.7_x86-64 DVD ]/ 1.7_x86-64 contrib main non-free
deb https://download.astralinux.ru/astra/stable/1.7_x86-64/repository-main/ 1.7_x86-64 main contrib non-free
deb https://download.astralinux.ru/astra/stable/1.7_x86-64/repository-update/ 1.7_x86-64 main contrib non-free

deb https://download.astralinux.ru/astra/stable/1.7_x86-64/repository-base/ 1.7_x86-64 main contrib non-free
deb https://download.astralinux.ru/astra/stable/1.7_x86-64/repository-extended/ 1.7_x86-64 main contrib non-free
```

Documentation of the Astra Linux SE 1.7 : <https://wiki.astralinux.ru/pages/viewpage.action?pageId=3276859>