



EDB

Postgres Enterprise Manager -Trouble Shooting Guide

Release 8.5.0

EDB

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Welcome to Postgres Enterprise Manager (PEM) Trouble Shooting Guide. This guide describes the way to trouble shoot PEM server and agent. PEM consists of components that provide the management and analytical functionality for your EDB Postgres Advanced Server or PostgreSQL database. PEM is based on the Open Source pgAdmin 4 project. PEM is a comprehensive database design and management system. PEM is designed to meet the needs of both novice and experienced Postgres users alike, providing a powerful graphical interface that simplifies the creation, maintenance, and use of database objects.

TROUBLESHOOTING AGENT ISSUES

1.1 Restoring a deleted PEM agent

If an agent has been deleted from the `pem.agent` table then you cannot restore it. You will need to use the `pemworker` utility to re-register the agent.

If an agent has been deleted from PEM Web client but still has an entry in the `pem.agent` table with value of `active = f`, then you can use the following steps to restore the agent:

1. Use the following command to check the values of the `id` and `active` fields:

```
pem=# SELECT * FROM pem.agent;
```

2. Update the status for the agent to `true` in the `pem.agent` table:

```
pem=# UPDATE pem.agent SET active=true WHERE id=<x>;
```

Where `x` is the identifier that was displayed in the output of the query used in step 1.

3. Refresh the PEM web client.

The deleted agent will be restored again. However, the servers that were bound to that particular agent might appear to be down. To resolve this issue, you need to modify the PEM agent properties of the server to add the bound agent again; after the successful modification, the servers will be displayed as running properly.

1.2 Using the command line to delete a PEM agent with down or unknown status

Using the PEM web interface to delete PEM agents with `Down` or `Unknown` status may be difficult if the number of such agents is large. In such a situation, you might want to use the command line interface to delete `Down` or `Unknown` agents.

1. Use the following query to delete the agents that are `Down` for more than `N` number of hours:

```
UPDATE pem.agent SET active=false WHERE id IN
(SELECT a.id FROM pem.agent
a JOIN pem.agent_heartbeat b ON (b.agent_id=a.id)
WHERE a.id IN
(SELECT agent_id FROM pem.agent_heartbeat WHERE (EXTRACT (HOUR FROM now())-
EXTRACT (HOUR FROM last_heartbeat)) > <N> ));
```

2. Use the following query to delete the agents with an `Unknown` status:

```
UPDATE pem.agent SET active=false WHERE id IN  
(SELECT id FROM pem.agent WHERE id NOT IN  
(SELECT agent_id FROM pem.agent_heartbeat));
```

TROUBLESHOOTING SERVER INSTALLATION

2.1 Server installation errors

While installing the PEM server on RHEL 8, if you come across the below error:

```
[root@etpgxlt firstuser]# dnf install edb-pem
Updating Subscription Management repositories.
Last metadata expiration check: 0:01:33 ago on Wed 30 Mar 2022 01:28:16 AM EDT.
Error:
  Problem: problem with installed package python3-mod_wsgi-4.6.4-4.el8.s390x
    - package python3-mod_wsgi-4.7.1-4.module+el8.4.0+9822+20bf1249.s390x conflicts with
    ↪python3-mod_wsgi provided by python3-mod_wsgi-4.6.4-4.el8.s390x
    - package python3-mod_wsgi-4.7.1-4.module+el8.4.0+9822+20bf1249.s390x conflicts with
    ↪python3-mod_wsgi provided by python3-mod_wsgi-4.6.4-3.el8.s390x
    - package edb-pem-server-8.4.0-7.rhel8.s390x requires python3-mod_wsgi >= 4.7, but
    ↪none of the providers can be installed
    - package edb-pem-8.4.0-7.rhel8.s390x requires edb-pem-server = 8.4.0-7.rhel8, but
    ↪none of the providers can be installed
    - cannot install the best candidate for the job
  (try to add --allowerase to command line to replace conflicting packages or --skip-
  ↪broken to skip uninstallable packages or --nobest to use not only best candidate
  ↪packages)
[root@etpgxlt firstuser]#
```

Remove the python3-mod_wsgi package first:

```
dnf remove python3-mod_wsgi
```

Then try installing the PEM server again.

2.2 Reconfiguring the PEM server

In some situations you may need to uninstall the PEM server, install it again, and then reconfigure the server. Use the following commands in the given sequence:

1. Use the following command to remove the PEM server configuration and uninstall:

```
/usr/edb/pem/bin/configure-pem-server.sh -un
```

2. Use the following command to remove the PEM packages:

```
yum erase edb-pem-server
```

3. Use the following command to drop the pem database:

```
DROP DATABASE pem
```

4. Move the certificates from /root/.pem/ to another location:

```
mv /root/.pem/* <new_location>
```

5. Move the agent.cfg file from /usr/edb/pem/agent/etc/agent.cfg to another location:

```
mv /usr/edb/pem/agent/etc/agent.cfg <new_location>
```

6. Then, use the following command to configure the PEM server again:

```
/usr/edb/pem/bin/configure-pem-server.sh
```