

REDIS AND PGBOUNCER USERS AND USER GROUPS NOT CREATED AFTER AN UPGRADE

Redis and PgBouncer are dependencies of the Director. They are installed from RPM packages and each one creates a dedicated user and group to run their service, 'redis' and 'pgbouncer' respectively. In some environments, even when installing the Director with elevated privileges, the 'useradd' commands run by those packages can fail, which causes the installed services not to run. If this is the case in your environment, you should manually create the users and groups first, before installing the Director. These users do not require any special permissions or elevated privileges.

The following commands need to be run as `root` or using `sudo` or your `sudo` equivalent.

Install the redis user and group

```
groupadd -r redis
useradd -r -g redis -d /var/lib/redis -s /sbin/nologin -c 'Redis Database Server' redis
```

Install the pgbouncer user and group

```
groupadd -r pgbouncer
useradd -r -s /sbin/nologin -d / -M -c "PgBouncer Server" -g pgbouncer pgbouncer
```

After running those commands, you can run the following commands to ensure they took effect. You should see two lines printed to stdout after each of these, one for `redis` and one for `pgbouncer` :

```
1 getent group redis pgbouncer
2 getent passwd redis pgbouncer
```

To restart the redis and pgbouncer services

After you create the redis and pgbouncer users and user groups, you should restart those services & then run vrestart:

```
systemctl restart redis pgbouncer
vrestart
```