TROUBLESHOOT FAILED UPGRADES FROM MSV 4.14.4.1

This document helps you troubleshoot an issue where some upgrades from Mandiant Security Validation (MSV) version 4.14.4.1 (for example, upgrading to 4.14.5.0 or later from that release) might fail due to missing PostgreSQL 13 packages.

This issue applies in the following scenarios:

Issue

When you use the Director interface to upgrade from a fresh installation of 4.14.4.1 to a later version, the upgrade process fails.

Verification

To verify the specific error:

1. Connect to the Director using SSH.
2. Access the Verodin log location by running this command:

   ```
   cd /opt/apps/verodin/planner/log
   ```

4. Open the system log by running this command:

   ```
   sudo vi verodin_system_log
   ```

5. See whether the following error appears:

   ```
   ERROR ... MetadataError: #<DirectorUpgradeExceptions::MetadataError: Missing required system packages for Director postgresql13, postgresql13-libs, postgresql13-server
   ```

   If this error appears, the upgrade issue occurred because the metadata in `/opt/apps/verodin/planner/.metadata.json` incorrectly lists PostgreSQL 13 packages as required for the upgrade.

Resolution

Once you've confirmed that the preceding error message appears in `verodin_system_log`, resolve the issue by removing the lines containing "postgresql" from the `.metadata.json` file on the Director, then attempt the upgrade again.

To resolve the error:

1. Connect to the Director using SSH.
2. Switch to the root user by running this command:

   ```
   sudo bash
   ```

3. Using the built-in `vi` text editor, create a script file:

   ```
   sudo vi fix_metadata.sh
   ```

4. Add the following content to `fix_metadata.sh`:

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```
#!/bin/bash

if [[ $EUID -ne 0 ]]; then
   echo "Error: This script must be run as root."
   echo "Please try: sudo $0"
   exit 1
fi

# Delete any line containing "postgresql"
sed -i '/postgresql/d' "/opt/apps/verodin/planner/.metadata.json"

if [[ $? -eq 0 ]]; then
    echo "Lines containing 'postgresql' removed."
else
    echo "Lines containing 'postgresql' NOT removed."
fi
```

5. Save your changes by running the following command:

```
:wq
```

6. Run the following command to make the script executable:

```
sudo chmod +x fix_metadata.sh
```

7. Run the script:

```
sudo ./fix_metadata.sh
```

   The script removes any line containing the string "postgresql" from the metadata file and creates a backup of the original file named `.metadata.json.bak` in the same directory.

8. After the script completes successfully, re-attempt the upgrade to the MSV version by using the Director web interface.

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