

Log Upload Failure for EXAScaler es-log-agent and DDN Collect



ALERT! DDN Collect and EXAScaler es-log-agent fail to upload logs due to an expired authentication certificate.

Issue Summary

Most installed versions of DDN Collect and EXAScaler es-log-agent have recently begun to fail when uploading logs and diagnostic information to DDN Support. The upload fails with an error similar to the following:

```
ERROR: es-log-cli: Error while getting upload signed url. Error: [SSL:
CERTIFICATE_VERIFY_FAILED] certificate verify failed (_ssl.c:618)
```

This is due to an expired authentication certificate.

All other functions of these log collection tools operate normally.

Affected Products

Mozilla CA root certificate RPM package versions 2020.2.41 and earlier contain the expired certificate.

DDN Collect does not ship with certificates. For this product, system administrators are expected to manage certificates directly on their servers.

EXAScaler (and therefore es-log-agent) does ship with certificates. All versions of EXAScaler prior to 5.2.4 are affected by the obsolete certificate issue.

Determining Whether Your Product Is Affected

To determine whether your software is affected by this issue, view the version of the Mozilla CA root certificate file by issuing the line command:

```
yum info ca-certificates
```

You will see output similar to the following:

```
# yum info ca-certificates
Installed Packages
Name : ca-certificates
Arch : noarch
Version : 2020.2.41
Release : 70.0.e17_8
```

```
Size : 924 k
Repo : installed
From repo : ES-UPD
Summary : The Mozilla CA root certificate bundle
URL : http://www.mozilla.org/
License : Public Domain
Description : This package contains the set of CA certificates chosen by the
: Mozilla Foundation for use with the Internet PKI.
```

Versions 2020.2.41 and lower contains the expired certificate.

Resolution

This issue is resolved for `es-log-agent` in EXAScaler versions 5.2.4 and higher in the 5.x.x series, and versions 6.0.0 and higher.

The resolution for DDN Collect is to directly update the `ca-certificates` file on the server where DDN Collect resides, as described in the Workaround section below.

Workaround

To work around this issue for `es-log-agent`, or to resolve it for DDN Collect, update the `ca-certificates` file on the server where DDN Collect resides to version 2021.2.50 or higher. The certificate file `ca-certificates-2021.2.50-72.e17_9.noarch` is known to be current and is available from DDN Support.

To update certificates using `yum`, do the following.

1. Enable the `yum` repo on the system or node with the issue by issuing the following command as root:

```
yum-config-manager --enable <repository>
```

where `<repository>` is a unique repository ID. If the desired repository ID is unknown, you can obtain a list of available repository IDs with the command:

```
yum repolist all
```

ALERT! Only download software from a trusted and verified source. Failure to verify the source is a security risk and could lead to security, stability, compatibility and maintainability issues.

2. Update the Mozilla CA root certificate file to the most recent version with the command:

```
yum update ca-certificates
```

3. Disable `yum` after the update completes:

```
yum-config-manager --disable <repository>
```

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached by phone, by email, or on the web as listed below.

Web

DDN Community Support Portal
Portal Assistance

<https://community.ddn.com/login>
webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory

<https://www.ddn.com/support/global-services-overview/>

Email

Support Email

support@ddn.com

Bulletins & Notices

Support Bulletins

<http://www.ddn.com/support/technical-support-bulletins>

End-of-Life Notices

<http://www.ddn.com/support/end-of-life-notices>

Release Notes

<https://community.ddn.com/login>

TSB Subscription Requests

support-tsb@ddn.com