

## Pulp - Issue #3611

### Pulp Data Migrated but failed to access through URL

04/27/2018 06:32 AM - rams

<b>Status:</b>	CLOSED - NOTABUG	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>Estimated time:</b>	0:00 hour
<b>Category:</b>			
<b>Sprint/Milestone:</b>			
<b>Severity:</b>	4. Urgent	<b>Groomed:</b>	No
<b>Version:</b>		<b>Sprint Candidate:</b>	No
<b>Platform Release:</b>		<b>Tags:</b>	Pulp 2
<b>OS:</b>	RHEL 6	<b>Sprint:</b>	
<b>Triaged:</b>	No	<b>Quarter:</b>	
<b>Description</b>			
Hi,			
We migrated pulp-server from NTT env to AWS env. We backed up data in following way - /var/lib/pulp: tar this data and transferred - /var/lib/mongodb - tar this data and transferred			
on AWS instance we installed pulp-server (2.6.2), mongo db (version 2.4.14) and python (2.6.6) untar the content into same file system as in previous environment. Started all services. Ran sudo -u apache pulp-manage-db command on empty db then restored data			
but not able to access repositories via web browser			
httpd, qpidd, pulp_workers, pulp_celerybeat, pulp_resource_manager services are up and running			

#### History

##### #1 - 04/27/2018 06:36 AM - rams

rams wrote:

Hi,

We migrated pulp-server from NTT env to AWS env.  
We backed up data in following way  
- /var/lib/pulp: tar this data and transferred  
- /var/lib/mongodb - tar this data and transferred

on AWS instance we installed pulp-server (2.6.2), mongo db (version 2.4.14) and python (2.6.6)  
untar the content into same file system as in previous environment. Started all services.  
Ran sudo -u apache pulp-manage-db command on empty db  
then restored data

but not able to access repositories via web browser  
Getting an error - FORBIDDEN you do not have permission to access /pulp/repos/  
httpd, qpidd, pulp\_workers, pulp\_celerybeat, pulp\_resource\_manager services are up and running

##### #2 - 04/27/2018 04:50 PM - jortel@redhat.com

Please verify that all files in /var/lib/pulp are owned by apache:apache. This could also be an SELinux problem. Is SELinux enabled?

Including a link to installation docs[1] - may provide a clue.

[1] <https://docs.pulpproject.org/user-guide/installation/index.html#pulp>

**#3 - 04/30/2018 06:11 AM - rams**

Hi jortel,

Thanks for the response. Ownership for /var/lib/pulp is apache:apache.  
and SELINUX is set to permissive.

Still Getting same 403 error

**#4 - 05/08/2018 04:41 PM - bizhang**

- *Status changed from NEW to CLOSED - NOTABUG*

@rams This does not look to be a pulp issue, and is probably a configuration issue.

Please ask for help on the pulp mailing list: [pulp-list@redhat.com](mailto:pulp-list@redhat.com)  
Or on the pulp IRC channel: #pulp on irc.freenode.net

**#5 - 04/15/2019 10:11 PM - bmbouter**

- *Tags Pulp 2 added*

**#6 - 05/22/2020 05:40 PM - bmbouter**

- *Category deleted (25)*