

"Errors occurred during conversion process" on Ubuntu 20

Ticket details



Hi Guys,

I cannot install CloudLinux on Ubuntu 20, I am getting:

Errors occurred during conversion process

regardless of the install command:

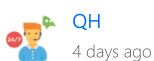
```
python3 ubuntu2cloudlinux.py
```

or

```
python3 ubuntu2cloudlinux.py --skip-full-update
```

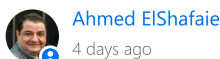
Regards,

Chris.



Log file available here:

[http://dpaste.com/\[REDACTED\]](http://dpaste.com/[REDACTED])



Hello, Chris.

Thank you for reaching out to Cloudlinux Support.

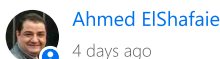
We would like to inform you that we have received your request and currently working on the issue reported. Once we have any news on the progress, we v
you via this ticket.

Regards,

Ahmed ElShafaie | Support Engineer | Unified Support

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Hello, Chris.

It appears that we'll need a bit of additional technical details from your server.
please run the following:

```
wget -qq -O - https://repo.cloudlinux.com/cloudlinux/cldoctor/cldoctor.sh | bash
```

If the "wget" utility is not installed/available you can use "curl", like this:

```
curl -s https://repo.cloudlinux.com/cloudlinux/cldoctor/cldoctor.sh | bash
```

Then paste the generated key into the ticket.

We will be waiting for your feedback.

Regards,

Ahmed ElShafaie | Support Engineer | Unified Support

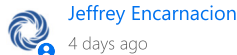
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Here you go:

```
root@svr5:~# wget -qq -O - https://repo.cloudlinux.com/cloudlinux/cldoctor/cldoctor.sh | bash
Generating report...
Uploading...
Key:
████████████████████████████████████████████████████████████████████████████████
Please, provide above mentioned key to CloudLinux Support Team
```



Hello,

Could you please provide access to your server so we can check the issue in place?

Please prepare your server according to this [KB article](#).

Due to The General Data Protection Regulation (GDPR), we have a special access request procedure.

Please open the link at the bottom of this message and follow the provided instructions, including:

1. Check the GDPR agreement and accept it at your discretion.

It's enough to accept it only once, and we'll remember your choice for future access request sessions.

We will not be able to connect to the server if the agreement is not signed by you.

2. Follow all steps in order to authenticate your server for our support team using this [KB article](#).

3. Fill in the SSH access information for your server.

Our access form automatically determines whether the support team can access your server.

If you see an error, check that you have made all the necessary SSH and Firewall settings and try again.

4. Press the "Submit" button.

You can accept GDPR and share the credentials via the secure form [here](#)

All the GDPR-related information can be found on our blog. Here is the [direct link](#).


Do not hesitate to send your GDPR-related questions to the dedicated e-mail address mentioned in the article.

If the GDPR doesn't apply in your country, please inform the support team in this ticket.

We'll look forward to receiving the SSH access details from you.

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 Jeffrey Encarnacion
4 days ago

Hello,

It is still asking for the password for the user 'ubuntu' and is not allowing us in. Please provide us with the root password.

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 Jeffrey Encarnacion
4 days ago


Hello,

The connection is still getting refused:


```
$ ssh [REDACTED] -p8495  
ssh_exchange_identification: Connection closed by remote host
```

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 QH
4 days ago

Sorry, correct port number is: **8594 (not 8495)**

 Jeffrey Encarnacion
4 days ago


Hello,

We are getting the same result:

```
$ ssh [REDACTED] -p8495  
ssh_exchange_identification: Connection closed by remote host
```

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 QH
4 days ago

```
$ ssh [REDACTED] -p8495
ssh_exchange_identification: Connection closed by remote host
```

correct port number is: **8594 (not 8495)**



Jeffrey Encarnacion

4 days ago

Hello,

Thank you, we have been able to log in through WHM and will send you an email as soon as we have more information.

Regards,

Jeffrey Encarnacion | Support Engineer | Unified Support

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QH

4 days ago

Hi again Jeffrey,

Thanks for the confirmation!

If you could tell me what I did wrong previously for your SSH key authentication: feel free to share!



Jeffrey Encarnacion

4 days ago

Hello,

The issue seems to be occurring because the kernel you are using is provided by a Cloud Platform, looks like AWS. The module kmodlve supports only standard generic kernels. Please try booting into a standard Ubuntu kernel instead.

Regards,

Jeffrey Encarnacion | Support Engineer | Unified Support

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QH

4 days ago

I cannot change the kernel, it is set by the AMI of AWS... How different could it be from generic kernels anyway?



Jeffrey Encarnacion

4 days ago

Hello,

We have already contacted our developers to clarify the information. However, we still have no response from them.

They will reply during the nearest business hours*.

As soon as the response from the developers is received, our Support Engineer will update you.


--

*07:00 AM - 11:00 PM (GMT+3), Monday - Friday.


Thank you for your patience and understanding.

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support


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 QH
4 days ago

OK thanks Jeffrey, I will wait patiently.

 QH
4 days ago

Meanwhile: do you know why I couldn't open the SSH access for you?...


 Jeffrey Encarnacion
4 days ago

Hello,

I do not know why the credentials provided recently did not work, I was only able to connect with WHM.

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 Jeffrey Encarnacion
4 days ago

Hello,


Our developers have confirmed that third-party kernels like the ones provided by Cloud platforms are not supported, only the generic kernels are compatib

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 QH
4 days ago

Can you installation script incorporate the change of kernel?.. Or do I have to do it from my side?...


 Jeffrey Encarnacion
4 days ago

Hello,


The script does not automatically change the kernel, instead it adds modules to it. Please use a generic kernel and then proceed with the conversion script.

Regards,
Jeffrey Encarnacion | Support Engineer | Unified Support

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 QH
3 days ago

I have no idea on how to change the kernel, I have tried some stuff but to no avail... why can't your script do it (or ask for it)?

 Misael Ramirez
3 days ago

Hello, Chris!

I completely understand your frustration. The logic behind that decision was that in some cases, a server might have a custom kernel or custom kernel confi and making the change could produce an undesirable outcome. It is preferable that the script fails, rather than removing important custom configurations.

With that being said, it is possible to change to a generic kernel. An easier way is to use the "ubuntu-mainline-kernel.sh". For more information, and its usage check this resource:

[How to change default kernel in Ubuntu 22.04 | 20.04 LTS](#)

Other methods are covered here:

[How to install new kernel or update existing one in Ubuntu](#)


[Change default kernel for an AWS instance running Ubuntu 18.04](#)

Should you have any questions or concerns, please feel free to ask!


Best Regards,

Misael Ramirez | Support Engineer | Unified Support

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
 QH
3 days ago

I managed to change the kernel, but the installation script is returning the same error (see my very first message)... What now?

 QH
3 days ago

I don't think the error was about the kernel after all:

```
uname -r  
5.4.0-170-generic
```

 Misael Ramirez
3 days ago

Hello!

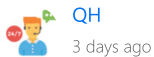
That is unusual. Could you please confirm that the same error message was generated? If not, can you please share with us the new error messages?

We're looking forward to your response.

Best Regards,

Misael Ramirez | Support Engineer | Unified Support

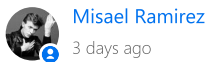
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Exactly the same error at the exact same step. Error log is here:

[http://dpaste.com/\[REDACTED\]](http://dpaste.com/[REDACTED])

So I didn't have to change the kernel after all~~~~~ I will just revert in a few hours (after you've patch your installation script?)



Hello!

Thank you for this information! Can you please double-check that the server is properly configured with the generic kernel? Based on the error message we like the default kernel is still the "aws" - `5.15.0-1052-aws` :

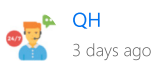
```
2024-02-08 00:48:58,125 - [DEBUG] - Building initial module for 5.15.0-1052-aws
2024-02-08 00:50:27,220 - [DEBUG] - ERROR: Cannot create report: [Errno 17] File exists: '/var/crash/kmodlve-dkms.0.crash'
2024-02-08 00:50:27,296 - [DEBUG] - Error! Bad return status for module build on kernel: 5.15.0-1052-aws (x86_64)
2024-02-08 00:50:27,297 - [DEBUG] - Consult /var/lib/dkms/kmodlve/2.1-3/build/make.log for more information.
2024-02-08 00:50:27,307 - [DEBUG] - dpkg: error processing package kmodlve-dkms (--configure):
2024-02-08 00:50:27,307 - [DEBUG] - installed kmodlve-dkms package post-installation script subprocess returned error exit
2024-02-08 00:50:27,312 - [DEBUG] - dpkg: dependency problems prevent configuration of lve:
2024-02-08 00:50:27,312 - [DEBUG] - lve depends on kmod-lve; however:
2024-02-08 00:50:27,312 - [DEBUG] - Package kmod-lve is not installed.
2024-02-08 00:50:27,312 - [DEBUG] - Package kmodlve-dkms which provides kmod-lve is not configured yet.
```

Usually, newer kernels have higher priority. You could try installing v5.15.0 (generic). If not needed, you may also try removing the aws kernel (5.15.0-1052-aws).

Should you have any questions or concerns, please feel free to ask.

Best Regards,
Misael Ramirez | Support Engineer | Unified Support

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Have a look at this:

```
root@svr5:~# ./ubuntu-mainline-kernel.sh -i v5.16.0
Downloading index from kernel.ubuntu.com
Expected to need to download 6 files but found 10, continue? (y/N)
Will download 10 files from kernel.ubuntu.com:
Downloading amd64/linux-headers-5.16.0-051600-generic_5.16.0-051600.202201091830_amd64.deb: 100%
Downloading amd64/linux-headers-5.16.0-051600-generic_5.16.0-051600.202201092355_amd64.deb: 100%
Downloading amd64/linux-headers-5.16.0-051600_5.16.0-051600.202201091830_all.deb: 100%
Downloading amd64/linux-headers-5.16.0-051600_5.16.0-051600.202201092355_all.deb: 100%
Downloading amd64/linux-image-unsigned-5.16.0-051600-generic_5.16.0-051600.202201091830_amd64.deb: 100%
Downloading amd64/linux-image-unsigned-5.16.0-051600-generic_5.16.0-051600.202201092355_amd64.deb: 100%
Downloading amd64/linux-modules-5.16.0-051600-generic_5.16.0-051600.202201091830_amd64.deb: 100%
Downloading amd64/linux-modules-5.16.0-051600-generic_5.16.0-051600.202201092355_amd64.deb: 100%
Downloading amd64/CHECKSUMS: 100%
Downloading amd64/CHECKSUMS.gpg: 100%
Importing kernel-ppa gpg key ok
```

Signature of checksum file has been successfully verified
Abort, sha256sum returned an error 4

Can't you guys take care of it all?.. We are 5 months away from the EOL of CentOS 7 and this is a major upgrade, with two commercial licenses (WHM + Clo what is the point of playing with the kernel when CloudLinux OS is doing sophisticated python CPU containers~?... AWS is a billion dollar company, if you st out of them it's like Walmart only accepting FORD cars in their parking lot (have you seen this before?)... From a revenue perspective, I do not think it's wise much from AWS customers... I will just tell the manager in charge that CloudLinux leads to nowhere...

Next > >>

This request is closed for comments. You can [create a follow-up](#).



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