



"Errors occurred during conversion process" on Ubuntu 20

Ticket details

 QH
3 days ago

Trying again with kernel v5.15.5~~~~~


 QH
3 days ago

Here you go~~ I will go to sleep now, nevermind CloudLinux OS:

```
root@svr5:/home/ubuntu# cat /proc/cmdline
BOOT_IMAGE=/boot/vmlinuz-5.15.5-051505-generic root=UUID=1cf5eaaa-7b0d-4793-8ed8-672ca895257a ro console=tty1 console=ttyS0
root@svr5:~# python3 ubuntu2cloudlinux.py
2024-02-08 01:49:24,567 - [INFO] - Checking for an update to ubuntu2cloudlinux.py
2024-02-08 01:49:24,569 - [INFO] - ubuntu2cloudlinux.py is already the latest version 0.1.4 - continuing
2024-02-08 01:49:24,569 - [INFO] - Starting Ubuntu conversion...
2024-02-08 01:49:24,569 - [INFO] - Updating info about debian packages...
2024-02-08 01:49:37,100 - [INFO] - Updating all currently installed packages...

Errors occurred during conversion process.

You can find complete log in /var/log/ubuntu2cloudlinux.log
```

 Misael Ramirez
3 days ago

Hello,


My apologies for the incidents. Allow us some time to review the situation.

We'll follow you up as soon as possible.

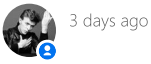
We really appreciate your patience!

Best Regards,
Misael Ramirez | Support Engineer | Unified Support

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 QH
3 days ago

I have reverted to the "old" AWS kernel~ and forget about CloudLinux. Tomorrow I will just tell the manager that it's time to switch to free control panel like have to play with kernels because they don't want to patch their installation script and they don't disregard AWS customers, hahaha...///



Hello,

I'm really sorry to hear that. You can be sure this is not the experience we aim to provide. If you'd like us to give us another chance, please let me know and

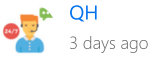
We remain attentive to your comments.

Best Regards,

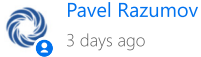
Misael Ramirez | Support Engineer | Unified Support

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Guys: are you able to fix your installation script for Ubuntu 20? If so: when?



Hello,

I'm escalating this ticket to our CL OS Specialized support team for further assistance.

They will reply to you as soon as possible. Please hold on.

Thank you for your patience.

Regards,

Pavel Razumov | Technical Team Lead | Unified Support

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Hello Team,

We would like to inform you that we have received your request and currently working on it.

Once we have any news on the progress, we will update you via this ticket.

--

Regards,

Anton Mashnin | Lead Support Engineer | CL OS Specialized Support

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Dear Team,

Thank you for getting back to us! Unfortunately, we do not support custom kernels from other providers except the original kernel, which Ubuntu ships.

I have checked your server, and as I can see, the current kernel in your system provided by AWS vendor:

```
root@svr5:~# uname -r
5.15.0-1052-aws
```

The only one way to solve the problem, this is install the regular "generic" kernel and boot system with it.

I have noticed that you have already booted the server with such type of kernel, and the problem still persists, but in the current case, if you boot the system task for our developers, and they can review it.

Please let us know how you would like to proceed. We are waiting for your response!

--

Regards,

Anton Mashnin | Lead Support Engineer | CL OS Specialized Support

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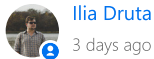
3 days ago

In **2023**, Amazon Web Services (AWS) generated **\$88 billion** in net sales, up from \$80 billion in 2021... and you are still telling me to run a generic kernel... it participate (commercially) in this.. whereas it is the same OS, and Ubuntu themselves are shipping those kernels for performance purposes:

<https://ubuntu.com/aws>

<https://ubuntu.com/blog/ubuntu-on-aws-gets-serious-performance-boost-with-aws-tuned-kernel>

What can I do, I can't force you, and I have spent enough time on this (sorry). Maybe get in touch with the person in charge of the CloudLinux roadmap in y it's a decision one...



3 days ago

Hello,

Thank you for the helpful insight, unfortunately, there's not much we can change about it. However, you can submit your idea here: <https://features.cloudlinux.com> If this will get enough traction - our team take this into consideration.

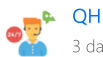
Have a great day!

Regards,

Ilia Druta | Senior Support Engineer | CL OS Specialized and TuxCare Enterprise Support

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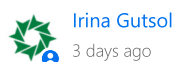
3 days ago

It's funny to see that a (potential) \$88 billion/year market is a "feature request" @ CloudLinux. If you don't want to collect more license fees, it is fine, it's not my own question:

are you able to fix your installation script for Ubuntu 20?

Answer: **No.**

The kernel is not a technical wall, it is a volition/mindset wall (I am sorry to say!).



3 days ago

Hello,

Thank you for reaching out and sharing your thoughts! We truly value your feedback as it plays a crucial role in how we evolve and improve our offerings.

At present, our Support is focused on the kernel version that is shipped with Ubuntu at the time of release. This approach ensures compatibility and stability supported framework. We recognize the potential that broader support might bring and the importance of continuously assessing our compatibility strateg your request right away, I assure you that your feedback has been noted and will be considered as we plan future updates.

For any suggestions or detailed feedback, we encourage our users to share their thoughts through our feature request platform at <https://features.cloudlin> Managers prioritize developments based on user input. We're committed to providing the best possible solutions within our scope of support, and we truly in this matter.

Kindly let me know if there is something else I can help you with.

Regards,

Irina Gutsol | Director | CL OS Specialized and Enterprise Support

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