

RhodeCode CE/EE - Bug #5297

Locale fails on a SuSE system

28.04.2017 17:35 - Oliver Eichler

Status:	Resolved	Start date:	28.04.2017
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	v4.13	Spent time:	0.00 hour
Sorting:		Affected Version:	
Commit Number:			

Description

The used system is a minimal server with SuSE Leap 42.2 installed. I use RhodeCode-installer-linux-build20170418_2200 to install.

The VCSServer failes to start. See attached server log.

The root cause seems to be a failing "locale.setlocale(locale.LC_ALL, u)".

On the server I get for locale:

```
LANG=en_US.UTF-8
LC_CTYPE="en_US.UTF-8"
LC_NUMERIC="en_US.UTF-8"
LC_TIME="en_US.UTF-8"
LC_COLLATE="en_US.UTF-8"
LC_MONETARY="en_US.UTF-8"
LC_MESSAGES="en_US.UTF-8"
LC_PAPER="en_US.UTF-8"
LC_NAME="en_US.UTF-8"
LC_ADDRESS="en_US.UTF-8"
LC_TELEPHONE="en_US.UTF-8"
LC_MEASUREMENT="en_US.UTF-8"
LC_IDENTIFICATION="en_US.UTF-8"
LC_ALL=
```

If I use the server's python environment I can do:

```
import locale
locale.setlocale(locale.LC_ALL, u'')
```

As a result I get "en_US.UTF-8"

If I use the python environment from RhodeCode by:

```
rccontrol ishell community-1
```

The code snippet will fail with the same error message as in the log.

Probably the python environment shipped with RhodeCode is expecting a different locale setup than what's done in SuSE.

History

#1 - 02.02.2018 14:57 - Nikolay Yankin

Same problem for me.

#2 - 02.02.2018 20:08 - Marcin Kuzminski [staff]

from the ticket <https://issues.rhodecode.com/issues/5434#note-13>

Setting `LOCALE_ARCHIVE=/usr/lib64/locale/locale-archive` in `.rccontrol/supervisor/supervisord.ini` fixes the problem

it's an environment= option

#3 - 12.06.2018 12:31 - Marcin Kuzminski [staff]

- Target version changed from v4.7 to v4.13

#4 - 16.07.2018 17:14 - Boris Basic

Same problem after upgrading from Ubuntu 16.10 to 18.04 LTS. I tried setting `LOCALE_ARCHIVE` and `LC_ALL` in `supervisord.ini` but it did not fix the problem.

The only solution in my case was to comment out line 30 in `/opt/rhodecode/store/hgp03jrdni84hg60af1pw36swfwq3rm4-python2.7-mercurial-4.4.2/lib/python2.7/site-packages/mercurial/crecord.py`.

#5 - 16.07.2018 17:21 - Marcin Kuzminski [staff]

Did you restart whole supervisord?

We thought this is fully fixed now

#6 - 16.07.2018 17:29 - Boris Basic

Yes, I also restarted the whole system, same issue each time. The only solution was to disabled the failing command.

#7 - 16.07.2018 17:29 - Marcin Kuzminski [staff]

Would it be possible to have a remote session with your system so someone from our team can look at this?

#8 - 16.07.2018 17:35 - Boris Basic

Of course, I'll give you access tomorrow if you are available.

#9 - 16.07.2018 17:36 - Marcin Kuzminski [staff]

That's great we'll poke around, hopefully, we can find some better solution. You can write to support@rhodecode.com with credentials, as those are private tickets that we can only see.

Thanks again!

#10 - 17.07.2018 11:41 - Boris Basic

Thanks, I sent the credentials by mail, you can access the server to look at the issue.

#11 - 25.07.2018 12:57 - Marcin Kuzminski [staff]

We've identified the problem for now. It looks like since glibc 2.27 the generated locale broke backward compatibility. We've yet not found a solution to this problem, the only thing right now is to potentially either re-generate the locale-archives using older glibc or downgrade glibc to pre 2.27

#12 - 30.08.2018 10:01 - Marcin Kuzminski [staff]

Another way to fix this:

Fedora 23 / Ubuntu 18.04

|RCC| has a known problem with locales, due to changes in glibc 2.27+ which affects the local-archive format, which is now incompatible with our used glibc 2.26.

To work around this problem, you need set path to ```$LOCAL_ARCHIVE``` to the locale package in older pre glibc 2.27 format, or set ``LC_ALL=C`` in your environment.

To use the pre 2.27 locale-archive fix follow these steps:

1. Download the pre 2.27 locale-archive package

```
.. code-block:: bash
```

```
wget https://dls.rhodecode.com/assets/locale-archive
```

2. Point ```$LOCAL_ARCHIVE``` to the locale package.

```
.. code-block:: bash
```

```
$ export LOCALE_ARCHIVE=/home/USER/locale-archive # change to your path
```

#13 - 31.10.2018 08:36 - Daniel D

- Status changed from New to In Progress

#14 - 31.10.2018 08:36 - Daniel D

- Status changed from In Progress to Resolved

