

CPUSE Jumbo Hotfix Catch-22: AKA Jumbo Jail

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Purpose

This whitepaper is to address a situation where you are trying to update to a newer HFA, but CPUSE says it is trying to uninstall an older hotfix, and the older one doesn't exist. CPUSE says it's there and installed, but cannot uninstall it.

This could happen when trying to restore from an older backup.

The key is finding the Package Key which is hidden, restoring the repository for that package, then uploading the older package. There is an SK will direct you to TAC, but there is also **another way to gather the information you need**.

Situation Background

Trying to install the latest jumbo on to a machine that has just been restored from an older backup. In this situation, it was R80.10 that was restored from backup with Jumbo HFA Take_40 installed. CPUSE is saying the package is there:

 R80.10 Jumbo Hotfix Accumulator General Availability (Take 40)  Installed, self-test passed

****Note** – this may depend on how old the package is that's "stuck", it may not be available anymore, try to keep backups current!!

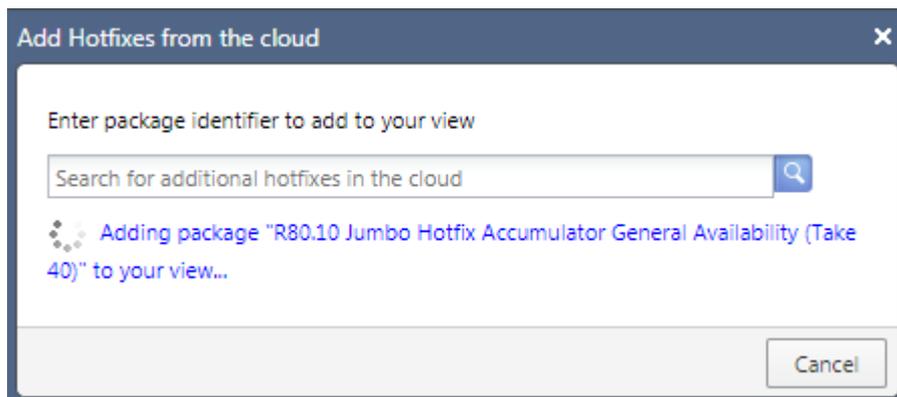
Errors when Installing Latest Jumbo

Once the machine is restored, you are going to want to get the latest Jumbo installed for all the latest fixes and features. However, something went awry during the restore (even though the restore itself encountered no issues) and while the pointers to the older Jumbo are still there, the actual package is not.

 The package failed to install at Wed Oct 31 03:32:50 2018
Reason of failure: Could not uninstall an older take (40) of this package - Package file is not found in the repository.. Resolve the uninstallation issue for
Check_Point_R80_10_JUMBO_HF_Bundle_T40_sk116380_FULL.tgz and try again.

Try to upload the older package

You can try to add the hotfix from the Cloud:



In this case the file package for the cloud would be:
Check_Point_R80_10_JUMBO_HF_Bundle_T40_sk116380_FULLL

However, these may fail to upload due to the system thinking the package is already there because the pointers are there and it's using CPUSE logic to try to find it. We're going to have to go manual....

Reason for the Error

The reason this happens is because there is still a pointer in the system point to the Package Key, not only the package itself. You must get this key to move forward.

Getting the Package

We'll need to get a hold of the actual package so that we can upload it. This is where you may need TAC to provide that package. While they can usually do that, even for older versions, they don't usually have that key as they need to have the hotfix installed somewhere to figure that out.

How to find the Package Key

- 1) SSH in to the management server
- 2) Go into expert mode
- 3) Run the following command: `tail -f /opt/CPInstLog/DeploymentAgent.log`
- 4) Replicate the CPUSE error where it cannot find the older package
- 5) Watch the logs, and you are looking for a line that starts with "pkgKey"
(highlighted in red in the example below):

```
[2018-10-31 - 19:09:04][5363 8482][HIGH DALOG_NORMAL]: Uninstalling Older Bundle. filename: Check_Point_R80_10_JUMBO_HF_Bundle_T40_sk116380_FULLL.tgz
[2018-10-31 - 18:56:06][5363 8482][HIGH MSG_UNINSTALL_INITIATING]: Initiating uninstall of R80.10 Jumbo Hotfix Accumulator General Availability (Take 40)
[2018-10-31 - 18:56:08][5363 8482][HIGH MSG_ERROR_UNINSTALL_FILE_NOT_FOUND]: Uninstall of package Check_Point_R80_10_JUMBO_HF_Bundle_T40_sk116380_FULLL.tgz Failed
[2018-10-31 - 18:56:09][5363 8482]:client
url=https://gwevents.checkpoint.com/gwstats/services/ping/1_0_0/log
proxy=(null)
data=?xml version=^1.0^ ?^
```

```

^request^
^!-- User information --^
^requestVersion^1.0.0^/requestVersion^
^ck^24AFEE82FB59,8ED04728FD2F^/ck^
^hmac^JFlx+Ree/DkObzggE+xfLA==^/hmac^
^gateway_id^9597a6c5-39d0-45e1-9704-198f0cd50796^/gateway_id^
^HOTFIX^INTERNAL^/HOTFIX^
^!-- Current machine information --^
^serviceVersion^1573-lightspeed^/serviceVersion^
^clientVersion^6.0.-1.-1^/clientVersion^
^clientHFA^^/clientHFA^
^osVersion^6.0.4.8^/osVersion^
^osHFA^^/osHFA^
^os^Gaia^/os^
^configuration^SME^/configuration^
^machineModel^VMware^/machineModel^
^!-- Operation information --^
^operation name=^Uninstall^ pkgName=^CPUupdates^
pkgKey=^CheckPoint#CPUupdates#All#6.0#4#8#BUNDLE_R80_10_JUMBO_HF#40^
size=^279521445^ status=^Failed^ duration=^^ last_error=^Package file is not
found in the repository.^ timestamp=^Wed Oct 31 18:56:08 2018^
installed_hfs=^^ last_error_code=^MSG_ERROR_UNINSTALL_FILE_NOT_FOUND^
last_error_category=^FILE_SYSTEM^ /^
^/request^

```

How to Move Forward

Now that we have the key, we can continue to rebuild the repositories and complete the link between the key and the package itself, giving CPUSE what it needs to continue. You are basically going to follow [sk115243](#) now, this SK will walk you through the rest of the configurations. There are a few things to keep track of:

- To get package key - replicate the error and watch the /opt/CPIInstLog/DeploymentAgent.log file
 - You do not have to get it from TAC
- In the log file will be the actual file name that it's trying to uninstall
 - THIS NAME MUST MATCH the one that you put into the package key folder
- You can rename the package file to match the one that's in the log
 - MUST RESTART DA TO PICK IT UP

Success!

You should now have the older hotfix fully restored under the hood, remember CPUSE at this point is still showing the older one installed. You should now be able to proceed with installing the newer Jumbo, and the uninstall of the older one should work.