



Red Hat Insights 1-latest

Assessing and remediating system issues using Red Hat Insights Tasks

Use predefined Insights Tasks playbooks to resolve issues on your systems

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Use predefined Insights Tasks playbooks to resolve issues on your systems

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Abstract

Red Hat Insights Tasks helps you assess and remediate system issues by using predefined playbooks called Tasks. Red Hat is committed to replacing problematic language in our code, documentation, and web properties. We are beginning with these four terms: master, slave, blacklist, and whitelist. Because of the enormity of this endeavor, these changes will be implemented gradually over several upcoming releases. For more details, see our CTO Chris Wright's message.

Table of Contents

CHAPTER 1. OVERVIEW OF RED HAT INSIGHTS TASKS	3
1.1. USER ACCESS CONSIDERATIONS	3
1.1.1. User Access roles for Insights Tasks users	4
CHAPTER 2. REGISTERING AND CONNECTING SYSTEMS TO RED HAT INSIGHTS TO EXECUTE TASKS .	5
CHAPTER 3. EXECUTING TASKS USING RED HAT INSIGHTS	6
CHAPTER 4. USING INSIGHTS TASKS TO HELP YOU CONVERT FROM CENTOS LINUX 7 TO RHEL 7	9
PROVIDING FEEDBACK ON RED HAT DOCUMENTATION	10

CHAPTER 1. OVERVIEW OF RED HAT INSIGHTS TASKS

Red Hat Insights Tasks is part of the Automation Toolkit for Red Hat Enterprise Linux. Insights Tasks offers predefined playbooks that help you maintain the health of your infrastructure by simplifying and solving complex problems using automated Tasks. Tasks solve specific problems and are typically executed one time on your systems to accomplish things such as, detecting a high-profile vulnerability on your systems or preparing systems for a major upgrade. You can find Tasks in the [Red Hat Hybrid Cloud Console > Red Hat Insights > RHEL > Automation Toolkit > Tasks](#).

Red Hat Insights anticipates your need to solve problems and get things done in your infrastructure and continuously adds specific Tasks to the Automation Toolkit. Tasks include the following:

- RHEL pre-upgrade analysis utility Task
- Pre-conversion analysis utility Task
- Convert to RHEL from CentOS Linux 7

Some important information you will need to get started with executing a Task are:

- **User Access considerations.** Find out what role or level of user access you need to complete Tasks.
- **Registering and connecting hosts to Insights.** Using Tasks generally requires you to register and connect systems to Insights.
- **Executing Tasks using Red Hat Insights.** Understand how to find and execute Tasks.



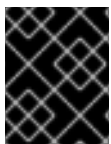
NOTE

System requirements to execute different Tasks might vary.

1.1. USER ACCESS CONSIDERATIONS

An Organization Administrator on your account configures settings in User Access to control access to Red Hat Insights for Red Hat Enterprise Linux features. All users on your account have access to most of the data in Insights for Red Hat Enterprise Linux. However, performing some actions requires users to have elevated access.

Access is granted in User Access in the [Red Hat Insights for Red Hat Enterprise Linux](#). To grant or change access, an Organization Administrator or User Access administrator must add you to a User Access group with the required roles in [Red Hat Hybrid Cloud Console > the Settings icon \(⚙\) > Identity & Access Management > User Access > Users](#).



IMPORTANT

In this documentation, prerequisites for procedures declare whether you need elevated access to perform the procedure.

Important predefined groups and roles relevant to understanding User Access are:

- **Default access group**
- **Default admin access group**

- **Organization Administrator role**

Brief overview about some predefined groups and roles

The following predefined groups and roles are relevant to access:

- **Default access group.** All users on the account are members of the Default access group. Members of the Default access group have read-only access, which allows you to view most information in Insights for Red Hat Enterprise Linux.
- **Default admin access group.** All users on the account who are Organization Administrators are members of this group. Users cannot modify the roles in the Red Hat-managed Default admin access group. Members of the Default admin access group have read-write access, which allows you to view and perform other actions in Insights for Red Hat Enterprise Linux.
- **Organization Administrator role.** All users on the account who are Organization Administrators can create and modify User Access groups and grant access to other account users. To find out whether you are an Organization Administrator, click your name in the Red Hat Hybrid Cloud Console header, in the upper right of your screen, and see whether the words “Org. Administrator” show under your username.



IMPORTANT

Requesting elevated access If you do not have access to features that you need, you can:

- Contact [Customer Service](#) to get Organization Administrator details for your account.
 - Provide your account number when you send the request.
- Contact the Organization Administrator and ask for access, providing the following information:
 - The name of the role you need access to, for example, Remediations administrator
 - A link to [full User Access documentation](#), to help inform the Organization Administrator about how to give you access.

1.1.1. User Access roles for Insights Tasks users

The following role enables enhanced access to remediations features in Insights for Red Hat Enterprise Linux:

- **Tasks administrator.** The Tasks administrator role permits access to all Tasks capabilities to remotely execute Tasks on Insights-connected systems.



NOTE

All members of the Default Admin Access group can also execute Tasks.

A Tasks viewer role does not exist.

CHAPTER 2. REGISTERING AND CONNECTING SYSTEMS TO RED HAT INSIGHTS TO EXECUTE TASKS

To work with Red Hat Insights, you need to register systems to Insights, and enable system communication with Insights. In addition to communicating with Insights, you need to enable and install dependencies on Satellite 6.11+, Remote Host Configuration (rhc), **rhc-worker-playbook** and **ansible**, so that you can use Tasks services, and other services in the Automation Toolkit.

For more information about enabling system communication with Insights, and addressing dependencies, see:

- [Enabling host communication with Insights](#) in the [Red Hat Insights Remediations Guide](#) .

Additional resources

- [Red Hat Insights data and application security](#)

CHAPTER 3. EXECUTING TASKS USING RED HAT INSIGHTS

You can execute Tasks on remote systems in the Red Hat Hybrid Cloud Console directly from Red Hat Insights Tasks.

Tasks you can execute are:

- RHEL pre-upgrade analysis utility Task.
- Pre-conversion analysis utility Task.
- Convert to RHEL from CentOS Linux 7.



NOTE

Prerequisites and actions required to execute specific Insights Tasks will vary.

Here are general instructions to execute a Task.

Prerequisites

- You are logged in to the Red Hat Hybrid Cloud Console.
- You are a member of a User Access group with the Tasks administrator role.
- You have connected systems and addressed dependencies for Remote Host Configuration (rhc), **rhc-worker-playbook** and **ansible-core**, as needed. See [Enabling host communication with Insights](#) in the *Red Hat Insights Remediations Guide*.
- You have addressed dependencies for Satellite 6.11+. See [Enabling host communication with Insights](#) in the *Red Hat Insights Remediations Guide*.
Services in the Insights Automation Toolkit have similar dependency requirements that must be met before Red Hat Insights users can execute playbooks for remediations and Tasks.

Procedure

1. Navigate to [Automation Toolkit > Tasks](#)
2. Select a Task to execute and click **Run Task**.
3. Optional: Edit the default Task name to customize it for your needs.



NOTE

After you execute the Task, you will not be able to change the Task name again.

4. Make note of any Task-specific prerequisites shown in the brief description of the Task.
5. Select the systems on which to execute the Task. You can use filters to search and filter systems by:
 - Name
 - Operating System

- Tag

RHEL pre-upgrade analysis utility

Task description
For connected systems running versions of RHEL 7 or RHEL 8, the RHEL pre-upgrade analysis will predict repository conflicts and application compatibility with future versions before you upgrade. Run this task to understand the impact of an upgrade on your fleet and make a remediation plan before your maintenance window begins.
[Download preview of playbook](#)

Task name *

RHEL pre-upgrade analysis utility

Systems to run tasks on

Eligible systems include systems connected to console.redhat.com with rhc, or Satellite with Cloud Connector.

☐ Filter by name

1 - 10 of 255

Name	Tags	OS	Last seen
<input type="checkbox"/> iqe-vm-lib-f3ca03d8-cafe-4cf6-ad5f-daa9b74875d7	0	RHEL 8.7	Just now
<input type="checkbox"/> iqe-vm-lib-d7dfcff-2604-4fd5-bfc5-53c3d07970a4	0	RHEL 8.7	2 minutes ago
<input type="checkbox"/> iqe-vm-lib-ed9a5d99-54a2-4599-8b42-fad89fd8f24b	0	RHEL 8.7	3 minutes ago
<input type="checkbox"/> iqe-jenkins-tasks-outage-prod	0	RHEL 8.7	18 minutes ago
<input type="checkbox"/> iqe-prod-test-device-87-2	0	RHEL 8.7	18 minutes ago
<input type="checkbox"/> test-image-rehana	0	RHEL 9.2	18 minutes ago
<input type="checkbox"/> iqe-vm-lib-c9738e71-la78-4f4e-896f-37661e75efbf	0	RHEL 8.7	37 minutes ago
<input type="checkbox"/> ci-vm-10-0-96-150.hosted.upshift.rdu2.redhat.com	0	RHEL 8.8	53 minutes ago

- Click **Execute task**. The Task executes on the selected systems. You might see a pop-up that shows that your Task is running.

Task running

Your task "RHEL pre-upgrade analysis utility" is running on 1 system.

[View progress](#)

- Click **View Progress** to view the Tasks details page which shows how the Task is executing on each of your selected systems.

Red Hat Hybrid Cloud Console

Services

Search for services

Preview off

Red Hat Insights

Automation Toolkit

Tasks

Red Hat Insights

Dashboards

Inventory

Content

Operations

Security

Business

Automation Toolkit

Remediations

Tasks

Register Systems

Tasks > RHEL pre-upgrade analysis utility

RHEL pre-upgrade analysis utility

Run task again

For connected systems running versions of RHEL 7 or RHEL 8, the RHEL pre-upgrade analysis will predict repository conflicts and application compatibility with future versions before you upgrade. Run this task to understand the impact of an upgrade on your fleet and make a remediation plan before your maintenance window begins.

Systems	Run start	Run end	Initiated by	Systems with alerts
1	22 Jan 2024, 20:23 UTC	22 Jan 2024, 20:23 UTC (0 min)	insights-qa	1

Name

Filter by name

1 - 1 of 1

System name	Status	Message
iqe-jenkins-tasks-outage-prod	Failure	Alert Task failed to complete for an unknown reason. Retry this task at a later time.

Feedback

- Review **Status** and **Message** details.
- If shown, click the **Show more** icon beside the system name to find more information about messages.

7

10. Click **Tasks** to go to the Tasks detail view to see more information about how the Task executed on the selected systems.
11. Click the **Activity** tab to see the status of all the Tasks you have executed. Tasks are in chronological order, by the most recent date and time.



NOTE

A **Completed** status indicates that the Task executed, but does not indicate that the Task accomplished its goal.

The screenshot shows the Red Hat Hybrid Cloud Console interface. The left sidebar contains navigation links for Red Hat Insights, Dashboard, Inventory, Content, Operations, Security, Business, Automation Toolkit, Remediations, and Tasks. The main content area is titled 'Tasks' and shows a list of tasks under the 'Activity' tab. The tasks are listed in chronological order, with the most recent at the top. The tasks shown are:

Task	Systems	Status	Run date/time
RHEL pre-upgrade analysis utility	1	Completed	22 Jan 2024, 20:23 UTC
RHEL pre-upgrade analysis utility	1	Completed	22 Jan 2024, 18:29 UTC
Pre-conversion analysis for converting to RHEL	1	Completed	22 Jan 2024, 17:06 UTC

12. Optional: Click the Task you executed to return to the Tasks detail view to see more information about how the Task executed on the selected systems.

Next Steps

You might need to resolve errors, such as an error that occurs because you need to install a software package on your systems before a Task can successfully execute. After you resolve those errors, you can execute the Task again on the same systems.

Optional: To execute a Task again, click **Run Task again**. The previously selected systems are still selected, and you can also add additional systems, if needed.

CHAPTER 4. USING INSIGHTS TASKS TO HELP YOU CONVERT FROM CENTOS LINUX 7 TO RHEL 7

You can use Red Hat Insights to help you convert from CentOS Linux 7 to RHEL 7.

For more information about using Insights Tasks to help convert your systems, see [Converting using Insights](#) in the [Converting from an RPM-based Linux distribution to RHEL documentation](#) .

Additional resources

- **Video:** [Pre-conversion analysis for converting to Red Hat Enterprise Linux](#)
- **Video:** [Convert to Red Hat Enterprise Linux from CentOS7 Linux using Red Hat Insights](#)

Troubleshooting conversion-related Insights Tasks

Tasks help you update, manage, or secure your Red Hat Enterprise Linux infrastructure using Insights. Each Task is a predefined playbook that executes a Task from start to finish. If you have trouble completing some Insights conversion-related Tasks, see:

- [Troubleshooting issues with Red Hat Insights conversions](#)

PROVIDING FEEDBACK ON RED HAT DOCUMENTATION

We appreciate and prioritize your feedback regarding our documentation. Provide as much detail as possible, so that your request can be quickly addressed.

Prerequisites

- You are logged in to the Red Hat Customer Portal.

Procedure

To provide feedback, perform the following steps:

1. Click the following link: [Create Issue](#)
2. Describe the issue or enhancement in the **Summary** text box.
3. Provide details about the issue or requested enhancement in the **Description** text box.
4. Type your name in the **Reporter** text box.
5. Click the **Create** button.

This action creates a documentation ticket and routes it to the appropriate documentation team. Thank you for taking the time to provide feedback.