

Can't create temporary directory ERROR AGENT=REG SA VC CLAMAV

- **Product:** Rosetta
 - **Product Version:** 5.3 and higher
 - **Relevant for Installation Type:** Local
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Description

Files between 40 GB and larger fail in TA Workbench > Validation with this virus check error:

Virus Check:Fail - (vs_Error.16384) /operational_storage/storage1/2017/08/18/file_1/V1-FL2082.pdf: Can't create temporary directory ERROR.

Additionally, /operational_shared/logs/dps_log may also have (e.g.):

```
2017-08-18 09:23:00,433 INFO [com.exlibris.core.infra.svc.api.scriptRunner.ExecWrapper] (Thread-326) []  
ERROR: LibClamAV Warning: RWX mapping denied: Can't allocate RWX Memory: Permission denied  
ERROR: LibClamAV Warning: Bytecode: disabling JIT because SELinux is preventing 'execmem' access.  
ERROR: Run 'setsebool -P clamd_use_jit on'.
```

Note that running the following doesn't help:

```
antivirus_use_jit --> off  
antivirus_use_jit --> on
```

Resolution

This issue is likely related to the SELINUX authorizations defined in /etc/selinux/config.

Check to be see if 'SELINUX=enforcing'.

If 'SELINUX=enforcing', you'll need to change it to 'SELINUX=permissive'.

Note that if you set it to 'SELINUX=disabled', you will also need to *reboot the server*.

Server reboot is not needed if 'SELINUX=permissive'.

In the /etc/selinux/config file below, the 'SELINUX=enforcing' line is disabled and the 'SELINUX=permissive' is enabled:

```
# This file controls the state of SELinux on the system.  
# SELINUX= can take one of these three values:  
# enforcing - SELinux security policy is enforced.  
# permissive - SELinux prints warnings instead of enforcing.  
# disabled - No SELinux policy is loaded.  
SELINUX=permissive  
#SELINUX=enforcing  
# SELINUXTYPE= can take one of three two values:  
# targeted - Targeted processes are protected,  
# minimum - Modification of targeted policy. Only selected processes are protected.  
# mls - Multi Level Security protection.
```

SELINUXTYPE=targeted

Once you've made these changes, re-run the virus check on the file in the TA Workbench > Validation to see if the problem is resolved.

If this doesn't resolve the issue, the problem may be related to the files (large) size.

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- **Article last edited:** 05-May-2018