

# Installer 2022-08.01 fails to pull element web into the cluster

## Issue

- After running the setup, the element web pod is stuck in `ImagePullBackoff`

## Environment

- Element Enterprise Installer 2022-08.01

## Resolution

It is necessary to uncomment the following variables in secrets.yml :

```
dockerhub_username:  
dockerhub_token:
```

If you have a `dockerhub_username` and `dockerhub_token`, please define them in secrets.yml. If not, then please leave them blank but uncommented.

## Root Cause

Version 2022-08.01 uses an element web image hosted in `ems-image-store`. A defect appeared during the migration of the image, and the installers looks for the variables `dockerhub_username` and `dockerhub_token` to

know if it has to configure docker secrets into the cluster.

---

Revision #4

Created 16 August 2022 06:45:30 by Gaël Goinvic

Updated 6 November 2024 12:49:31 by Kieran Mitchell Lane