

Mattermost Runbook

Status: DEPRECATED 2026-05-18 — mm.basicconsulting.no decommissioned per CEO answer #5.
Replace with comment `# DEPRECATED 2026-05-18` or delete if easy.

Runbook: Mattermost

Service Type: Team Communication Platform **Container:** mattermost (mattermost/mattermost-team-edition:latest) **Ports:** 8065 (internal + external) **External URL:** <https://mm.basicconsulting.no> **Database:** PostgreSQL 15 (mattermost-db) **Compose File:** `~/system/services/mattermost/docker-compose.yml`

Service Info

Mattermost is the primary team communication platform for BasicAS Group. Runs via Docker Compose with PostgreSQL backend.

Stack:

- **mattermost** - Main app (Team Edition)
- **mattermost-db** - PostgreSQL 15 (alpine)

External Access:

- Exposed via Cloudflare Tunnel: mm.basicconsulting.no
- Configured for Norwegian locale (nb) + English fallback
- SMTP via one.com (info@basicconsulting.no)

Admin Access:

- Web UI: <http://localhost:8065> (local) or <https://mm.basicconsulting.no>
 - Database: `postgres://mmuser:BasicMM2026!@localhost:5432/mattermost` (internal only)
-

Status Check

Container Health

```
docker ps | grep mattermost
```

Expected output:

```
mattermost      Up X hours (healthy)
mattermost-db   Up X hours
```

HTTP Check

```
curl -I http://localhost:8065
```

Expected: 200 OK

External Access Check

```
curl -I https://mm.basicconsulting.no
```

Expected: 200 OK

Database Check

```
docker exec mattermost-db psql -U mmuser -d mattermost -c "SELECT count(*) FROM users;"
```

Restart Procedure

Quick Restart (Container Only)

```
docker restart mattermost
```

Full Stack Restart (Container + Database)

```
cd ~/system/services/mattermost
docker compose down
```

```
docker compose up -d
```

Wait 30-60 seconds for healthcheck to pass, then verify:

```
docker ps | grep mattermost  
curl -I http://localhost:8065
```

Troubleshooting

Problem: Container won't start

Check logs:

```
docker logs mattermost --tail 100
```

Common causes:

1. Database not ready - wait 30s and retry
2. Port 8065 already bound - check `lsof -i :8065`
3. Volume permission issues - check `~/system/services/mattermost/data/`

Fix:

```
cd ~/system/services/mattermost  
docker compose down  
docker compose up -d mattermost-db  
sleep 30  
docker compose up -d mattermost
```

Problem: Login issues (can't sign in)

Check SMTP:

```
docker exec mattermost cat /mattermost/config/config.json | grep -A5 EmailSettings
```

Reset admin password:

```
docker exec -it mattermost mattermost user reset_password <user-email>
```

Problem: WebSocket errors (messages not real-time)

Check site URL:

```
docker exec mattermost env | grep MM_SERVICESETTINGS_SITEURL
```

Expected: `MM_SERVICESETTINGS_SITEURL=https://mm.basicconsulting.no`

If wrong, update in `docker-compose.yml` and restart.

Problem: Database connection issues

Check database health:

```
docker exec mattermost-db pg_isready -U mmuser
```

Check connection string:

```
docker exec mattermost env | grep MM_SQLSETTINGS_DATASOURCE
```

Expected: `postgres://mmuser:BasicMM2026!@mattermost-db:5432/mattermost?sslmode=disable&connect_timeout=10`

Dependencies

- **Docker** - Service runtime
- **Cloudflare Tunnel** - External access (mm.basicconsulting.no)
- **one.com SMTP** - Email notifications (send.one.com:465)

No dependencies on other local services.

Backup

Database Dump

```
docker exec mattermost-db pg_dump -U mmuser mattermost | gzip > ~/backups/mattermost-$(date +%Y%m%d-%H%M%S).sql.gz
```

Data Volumes

```
cd ~/system/services/mattermost  
tar -czf ~/backups/mattermost-data-$(date +%Y%m%d-%H%M%S).tar.gz data/ config/ logs/ plugins/
```

Restore from Backup

```
# Stop service  
cd ~/system/services/mattermost  
docker compose down  
  
# Restore database  
gunzip -c ~/backups/mattermost-YYYYMMDD-HHMMSS.sql.gz | docker exec -i mattermost-db psql -U mmuser -d mattermost  
  
# Restore data (if needed)  
cd ~/system/services/mattermost  
tar -xzf ~/backups/mattermost-data-YYYYMMDD-HHMMSS.tar.gz  
  
# Start service  
docker compose up -d
```

Configuration

Key Environment Variables

- `MM_SERVICESETTINGS_SITEURL` - External URL
- `MM_SQLSETTINGS_DATASOURCE` - Database connection string
- `MM_EMAILSETTINGS_SMTPSERVER` - SMTP host (send.one.com)
- `MM_EMAILSETTINGS_SMTPPORT` - SMTP port (465)
- `MM_EMAILSETTINGS_SMTPUSERNAME` - SMTP user (info@basicconsulting.no)
- `MM_LOCALIZATIONSETTINGS_DEFAULTSERVERLLOCALE` - Server locale (nb)

Full config: `~/system/services/mattermost/docker-compose.yml`

Admin UI Config

Access: System Console (requires System Admin role)

Notes

- **Security:** Passwords stored in docker-compose.yml (plaintext) - task #310 to move to secrets
 - **MFA:** Not yet enabled - task #309 to enable multi-factor auth
 - **Max file size:** 100MB (104857600 bytes)
 - **Max users per team:** 50
 - **Open signup:** Disabled (invite-only)
 - **Email verification:** Disabled (faster onboarding)
-

Last updated: 2026-02-10 **Maintained by:** John (AI Director)

Revision #6

Created 2026-02-20 09:38:30 UTC by John

Updated 2026-06-21 20:01:47 UTC by John