openQA Project - action #109310

coordination # 91646 (Blocked): [saga][epic] SUSE Maintenance QA workflows with fully automated testing, approval and release

coordination # 109641 (Resolved): [epic] qem-bot improvements

qem-bot/dashboard - mixed old and new incidents size:M

2022-03-31 11:13 - osukup

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>Low</td>
</tr>
<tr>
<td>Assignee:</td>
<td>kraih</td>
</tr>
<tr>
<td>Category:</td>
<td>Feature requests</td>
</tr>
<tr>
<td>Target version:</td>
<td>Ready</td>
</tr>
<tr>
<td>Difficulty:</td>
<td></td>
</tr>
<tr>
<td>Start date:</td>
<td>2022-03-31</td>
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<tr>
<td>Due date:</td>
<td></td>
</tr>
<tr>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Estimated time:</td>
<td>0.00 hour</td>
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</tbody>
</table>

Description

Observation

Maintenance sometimes re-uses old incidents instead of creating new ones for package which leads to mixed results in dashboard :(


So we need workaround/solution for this corner case

See also [https://github.com/openSUSE/qem-dashboard/issues/61](https://github.com/openSUSE/qem-dashboard/issues/61)

Originally brought up by coolo in [https://suse.slack.com/archives/C02D16TCP99/p1638283633141300](https://suse.slack.com/archives/C02D16TCP99/p1638283633141300)

I just noticed a rather alarming issue: [http://dashboard.qam.suse.de/incident/20989](http://dashboard.qam.suse.de/incident/20989) talks about 43 passed, 1 failed jobs for the incident

Problems

- [http://dashboard.qam.suse.de/incident/20639](http://dashboard.qam.suse.de/incident/20639) references "208 passed, 4 failed, 12 stopped" and a link to openQA results [https://openqa.suse.de/tests/overview?build=%3A20639%3Aopensc](https://openqa.suse.de/tests/overview?build=%3A20639%3Aopensc) but the openQA test results only show 183 passed and 18 soft-failed
  - -> dashboard should not say "passed" when it means "passed+softfailed" but "ok", see [https://github.com/os-autoinst/openQA/blob/master/lib/OpenQA/Jobs/Constants.pm#L76](https://github.com/os-autoinst/openQA/blob/master/lib/OpenQA/Jobs/Constants.pm#L76)
  - -> Consider using time-fixed links, e.g. [https://openqa.suse.de/tests/overview?build=%3A20639%3Aopensc&t=2022-04-01+08%3A53%3A19+%2B0000](https://openqa.suse.de/tests/overview?build=%3A20639%3Aopensc&t=2022-04-01+08%3A53%3A19+%2B0000)
  - -> Ensure that the results are current and correspond to what openQA sees itself (numbers should match)
  - -> Exclude any results that are outside a "reasonable time range", e.g. [http://dashboard.qam.suse.de/blocked](http://dashboard.qam.suse.de/blocked) for 20639 shows incident results from some months ago, build 2021…

Acceptance criteria

- AC1: It is possible to reuse incidents and qem-bot can still approve releated release requests

Suggestions

- Read the proper manual process as "Workaround" and for us to understand (further down)
- Just delete all aggregate openQA data in qem-dashboard older than configurable, but default 90 days

Workarounds

- Ask maintenance to create a new, fresh incident, e.g. by a comment in IBS

2022-09-17
- Detect invalid requests e.g. with outdated results and reject them
- Manually delete

Something along the lines of

```bash
ssh root@qam2.suse.de
machinectl shell postgresql
sudo -u postgres psql dashboard_db
(wreak havok in here)
```

```sql
SELECT update_settings FROM openqa_jobs WHERE update_settings is not NULL AND updated < NOW() - INTERVAL X
(store update_settings)
```

```sql
DELETE FROM openqa_jobs WHERE update_settings is not NULL AND updated < NOW() - INTERVAL X
DELETE FROM update_openqa_settings WHERE id in `stored update_settings`
```

### Related issues:

<table>
<thead>
<tr>
<th>Description</th>
<th>Status</th>
<th>Resolution Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related to QA - action #103701: Resubmitted incident (ID) with new release req...</td>
<td>Resolved</td>
<td>2021-12-08</td>
</tr>
<tr>
<td>Related to QA - action #110409: qem-dashboard - remove old openQA jobs when r...</td>
<td>Resolved</td>
<td>2022-04-28</td>
</tr>
<tr>
<td>Related to QA - action #114694: Incident seems to have missing aggregate test...</td>
<td>In Progress</td>
<td>2022-07-26 2022-09-23</td>
</tr>
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</table>

### History

**#1 - 2022-03-31 11:14 - osukup**
- Project changed from QA to openQA Project

**#2 - 2022-03-31 11:18 - okurz**
- Category set to Concrete Bugs
- Target version set to Ready

**#3 - 2022-04-01 09:10 - okurz**
- Description updated

**#4 - 2022-04-06 09:29 - osukup**
reported also as [https://github.com/openSUSE/qem-dashboard/issues/61](https://github.com/openSUSE/qem-dashboard/issues/61)

**#5 - 2022-04-06 09:46 - osukup**
Problem here is cased by using INCIDENT as common identifier. Unfortunately this is sometimes reused.

We use INCIDENT because we schedule jobs in Testing queue with RRid ( SUSE:Maintenance:INCIDENT:ReviewRequest ) and also Staging queue which haven't ReviewRequest ( SUSE:Maintenance:INCIDENT ) and we want tests in staging to be valid also after RR is created and incident is moved to testing queue.

- most proper solution will be create new identifier
- simple workaround - automatic data deletion based on age of data ( ← results older than month in aggregates are useless and can cause this problem)

**#6 - 2022-04-06 10:22 - osukup**
we have timestamp in results ... so we can pretty simply create cron job which cleanup results :D

**#7 - 2022-04-07 10:10 - cdywan**
- Subject changed from qem-bot/dashboard - mixed old and new incidents to qem-bot/dashboard - mixed old and new incidents size:M
- Description updated
- Category changed from Concrete Bugs to Support
- Status changed from New to Workable

**#8 - 2022-04-07 10:11 - okurz**
- Status changed from Workable to In Progress
- Assignee set to okurz
Hi, I have a question regarding submissions for incidents which kinda "reuse" old incident numbers, see https://progress.opensuse.org/issues/109310 for details about the problem that this brings. Does anyone have objections (and suggestions) if we (automatically) reject submissions for old incidents that existed in before? The effect would be that anyone creating new submissions would need to start new incidents (I hope I got the terms right here)

If there is no objection until 2022-04-22 then I suggest we ask openQA test reviewers to reject according submissions and look into automatic rejection.

Marina Latini and Simon Lees explaining when an incident is re-used:

Marina Latini: we are "reusing" old incidents only if really needed. we don't really use old parked incidents randomly. what you call reuse can be an incident with several resubmissions and where we had an initial declined/revoked RR for example. we have also the case of re-releases of already released incidents and for those it's really wrong to create a new incident.

Simon Lees: the main place i've used them is if we release say SLE-15-SP3 with a regression but havent released for older codestreams then generally we will fix the regression in the older codestreams in the original incident rather then creating a new one (obviously for streams that are released we create a new one)

Oliver Kurz and Stephan Kulow: explaining that the impact of the issue is low so far:

Oliver Kurz: ok, I will see what we can do. @Stephan Kulow can you say why are we running into that problem reported now? I don't think that this is a change in maintenance processes. So it's either that qem-bot introduced a regression vs. older tooling or people have ignored the missing support for months/years

Stephan Kulow: As Marina mentioned, it's not done often - and we had this case in the past. But @Jozef Pupava just ignored old results (or they passed and there was nothing to ignore)

My suggestion and from Stephan Kulow:

Oliver Kurz: ok, so both you would say that incident_id+release_request_id should be enough to make it unique?

Stephan Kulow: The bot very well knows that the incident is bound to which RR - and if the RR changes, it needs to delete/invalidate the old data

So my open question: How easy would it be to implement that suggestion and where to start?

the dashboard can trigger that cleanup when it gets new swamp data and notices an update of the RR.

- Related to action #103701: Resubmited incident (ID) with new release request (RR) inherits incident test results from previous RR added
I see that there was already an attempt which looks like it intended to address the same issue:

https://gitlab.suse.de/qa-maintenance/bot-ng/-/merge_requests/46/diffs#14610756e1f59002608e8ed7249d18a0f7a5c_74_76

coolo wrote:

the dashboard can trigger that cleanup when it gets new swamp data and notices an update of the RR.

ok, sounds good.

#14 - 2022-04-07 14:08 - okurz
- Parent task set to #109641

#15 - 2022-04-14 10:22 - okurz
- Copied to action #109974: qem-bot/dashboard - mixed old and new incidents - potential future ideas added

#16 - 2022-04-14 10:23 - okurz
- Subject changed from qem-bot/dashboard - mixed old and new incidents to qem-bot/dashboard - mixed old and new incidents size:M
- Description updated
- Status changed from New to Workable

#17 - 2022-04-14 10:28 - okurz
- Description updated

#18 - 2022-04-14 10:30 - okurz
- Description updated

#19 - 2022-04-19 09:19 - osukup
it can be shortened to 2x DELETE queries:

DELETE FROM update_openqa_settings WHERE id IN (SELECT update_settings FROM openqa_jobs WHERE update_settings is not NULL AND updated < NOW() - INTERVAL '90 days');
DELETE FROM openqa_jobs WHERE update_settings is not NULL AND updated < NOW() - INTERVAL '90 days')

#20 - 2022-04-19 09:25 - osukup
- Status changed from Workable to In Progress
- Assignee set to osukup

#21 - 2022-04-21 16:40 - kraih
Opened a PR: https://github.com/openSUSE/qem-dashboard/pull/63

#22 - 2022-04-22 09:14 - kraih
- Assignee changed from osukup to kraih

Stealing this ticket from Ondrej to keep an eye on it, since the proposed PR is now being deployed.

#23 - 2022-04-22 09:16 - osukup
kraih wrote:

Stealing this ticket from Ondrej to keep an eye on it, since the proposed PR is now being deployed.

one minute before mine action to forward to you and setting to feedback. Your solution is beautiful

#24 - 2022-04-22 14:50 - kraih
- Status changed from In Progress to Feedback

- Related to action #110409: qem-dashboard - remove old openQA jobs when rr_number changes size:M added
I think this ticket is resolved, but there is more work to be done, so I've made a followup ticket with more cleanup requirements that have come up in the meantime. #110409

Related to action #114694: Incident seems to have missing aggregate test results in qem-dashboard but openQA jobs exists size:M added