

## openQA Project - action #111590

### [alert] HPC jobs not picked up for multiple days, job age alert triggered

2022-05-25 12:02 - okurz

<b>Status:</b>	Resolved	<b>Start date:</b>	2022-05-25
<b>Priority:</b>	Urgent	<b>Due date:</b>	2022-06-14
<b>Assignee:</b>	cdywan	<b>% Done:</b>	0%
<b>Category:</b>	Concrete Bugs	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Ready		
<b>Difficulty:</b>			
<b>Description</b>			
<b>Related issues:</b>			
Related to openQA Infrastructure - action #111926: osd-deployment pipeline fa...		<b>Resolved</b>	<b>2022-06-01</b>

### History

#### #1 - 2022-05-25 12:03 - okurz

- Description updated

#### #2 - 2022-05-30 10:20 - kraih

It looks like the situation has changed a bit since the ticket was opened. Now i see this job as cancelled, and the [parent job](#) as failed (with what looks like a normal test failure).

#### #3 - 2022-05-30 10:29 - kraih

- Assignee set to kraih

#### #4 - 2022-05-30 10:59 - kraih

- Assignee deleted (kraih)

Putting the ticket back into the queue for estimation, since the expected result here is not quite clear to me.

#### #5 - 2022-05-30 11:10 - kraih

Btw. Most of the cancellations do not have a scheduled for more than X days reason. So it wasn't triggered by the `max_job_scheduled_time` limit in the scheduler.

#### #6 - 2022-05-30 11:12 - cdywan

The way I read the description, this is the situation:

- I see a lot of old, cancelled jobs i.e. 12 days old and this is also true for the children of the clones of the parent
- The parent failed due to network issues. This shouldn't be related to cancelled children.
- I'm assuming the jobs were manually cancelled. [okurz](#) suggests this was automatic. Either way it means the jobs were never run.

#### #7 - 2022-05-30 11:33 - kraih

I would suggest adding cancellation reasons everywhere, to make similar issues easier to investigate.

#### #8 - 2022-05-30 18:34 - cdywan

Drafted a PR adding reasons to other cases: <https://github.com/os-autoinst/openQA/pull/4681>

And I see why Oli mentioned the prio. This would affect what's now called cancelled based on job settings via API call in my PR.

#### #9 - 2022-05-30 18:36 - cdywan

- Status changed from New to In Progress

- Assignee set to cdywan

I still want to estimate this to make sure we understand the issue, but taking it now since it's Urgent

**#10 - 2022-05-31 04:25 - openqa\_review**

- Due date set to 2022-06-14

Setting due date based on mean cycle time of SUSE QE Tools

**#11 - 2022-05-31 13:48 - cdywan**

- Status changed from In Progress to Feedback

cdywan wrote:

Drafted a PR adding reasons to other cases: <https://github.com/os-autoinst/openQA/pull/4681>

PR got merged.

the culprit seems to be in particular "hpc" test scenarios

Down to [85 scheduled hpc scenarios](#) right now (I don't know how to link a web UI query with the same meaning).

The number has gone down steadily without further action from my end besides monitoring it.

**#12 - 2022-05-31 14:01 - cdywan**

- [Unpause alert "Job age \(scheduled\) \(median\)"](#)

Unpaused. I see no reason for it to be paused currently.

**#13 - 2022-06-01 09:26 - cdywan**

- Description updated

- Status changed from Feedback to Resolved

No issues with hpc tests currently, [asked in #eng-testing](#) concerning the 3 `hpc` tests currently stuck because the machine is offline, which is unrelated to this ticket.

**#14 - 2022-06-01 11:26 - okurz**

- Status changed from Resolved to Feedback

the alert from <https://stats.openqa-monitor.qa.suse.de/d/7W06NBWGk/job-age?tab=alert&viewPanel=5&orgId=1> just again triggered today in the morning and the graph does not look like it's good so a problem still persists.

**#15 - 2022-06-01 11:46 - cdywan**

- Status changed from Feedback to Resolved

okurz wrote:

the alert from <https://stats.openqa-monitor.qa.suse.de/d/7W06NBWGk/job-age?tab=alert&viewPanel=5&orgId=1> just again triggered today in the morning and the graph does not look like it's good so a problem still persists.

The alert was fine when I resolved. See my comment with regard to the jobs that weren't getting picked up.

**#16 - 2022-06-01 15:04 - okurz**

- Related to action #111926: osd-deployment pipeline failed: test 481 -le 0, due to job age alert, likely just the raspberry pi based tests stuck in schedule added