openQA Tests - action #114977

kernel-rt server has no network access size:S

2022-08-04 07:14 - pcervinka

<table>
<thead>
<tr>
<th>Status:</th>
<th>Workable</th>
<th>Start date:</th>
<th>2022-08-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>Normal</td>
<td>Due date:</td>
<td>2022-08-12</td>
</tr>
<tr>
<td>Assignee:</td>
<td>pcervinka</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category:</td>
<td>Bugs in existing tests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target version:</td>
<td>QE Kernel Current</td>
<td></td>
<td></td>
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<tr>
<td>Difficulty:</td>
<td></td>
<td>Estimated time:</td>
<td>0.00 hour</td>
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</tbody>
</table>

Description

Observation

openQA test in scenario sle-15-SP4-Server-Full-RT-x86_64-prepare_baremetal@ipmi-kernel-rt fails in ipxe_install

Test suite description

Maintainer: pcervinka. Proceed with installation on bare metal machines.

Reproducible

Fails since (at least) Build 5.31 (current job)

Expected result

Last good: 5.30 (or more recent)

Further details

Always latest result in this scenario: latest

- only ipmi connection works
- server can't boot from the network via PXE
- server has no ip address from dhcp when booted from local disk

```
susetest:~ # ip a
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 scope host lo
       valid_lft forever preferred_lft forever
    inet6 ::1/128 scope host
       valid_lft forever preferred_lft forever
2: eth1: <BROADCAST,MULTICAST> mtu 1500 qdisc noop state DOWN group default qlen 1000
    link/ether b0:3a:f2:b6:05:9f brd ff:ff:ff:ff:ff:ff
    inet6 enp0s20f0u11u2c2
       valid_lft forever preferred_lft forever
3: eth0: <BROADCAST,MULTICAST> mtu 1500 qdisc noop state DOWN group default qlen 1000
    link/ether 3c:ec:ef:5d:76:7c brd ff:ff:ff:ff:ff:ff
    inet eno1
       valid_lft forever preferred_lft forever
    altname enp0s0f0
4: eth2: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc mq state DOWN group default qlen 1000
    link/ether 3c:ec:ef:5d:76:7d brd ff:ff:ff:ff:ff:ff
    inet eno2
       valid_lft forever preferred_lft forever
    altname enp0s0f1
```

History

#1 - 2022-08-04 07:29 - pcervinka

- Assignee deleted (pcervinka)
nick confirmed that kernel-rt was moved yesterday:
I will check the switch and let you know. Maybe we connected a broken cable. This could be fixed by us tomorrow when we're in the office again

okurz could you please check the connection if you're in the office today? Given the output from the switch and ethtool I suspect a loose cable on the server end. Best would be to completely exchange the cable and throw away the old one if it is somehow broken. Thanks!

okurz thanks for connecting 2nd network card and check on site. Status is now, that server has eth2 up and is possible to connect, but installation is broken:

https://openqa.suse.de/tests/9260895/logfile?filename=hardware-console-log.txt

>>Checking Media Presence......
>>Media Present........
>>Start PXE over IPv4 on MAC: 3C-EC-EF-5D-76-7C.
    PXE-E16: No valid offer received.

>>Checking Media Presence......
>>Media Present........
>>Start PXE over IPv4 on MAC: 3C-EC-EF-5D-76-7C.
    PXE-E16: No valid offer received.

>>Checking Media Presence......
>>Media Present........
>>Start PXE over IPv4 on MAC: 3C-EC-EF-5D-76-7D.
    Station IP address is 10.162.3.83
    NBP filename is kernelqa/ipxe-kernel-rt.efi
    NBP filesize is 945216 Bytes

>>Checking Media Presence......
>>Media Present........
    NBP file downloaded successfully.
    iPXE initialising devices...ok

iPXE 1.20.1+ (gbdf0e) -- Open Source Network Boot Firmware -- http://ipxe.org class="ansi-white-fg ansi-black-bg">
Features: DNS HTTP iSCSI TFTP SRP AoE EFI Menu
Chainloading the bootscript now
Configuring (net0 3c:ec:ef:5d:76:7c)...... ok
http://baremetal-support.qa.suse.de:8080/script.ipxe... No such file or directory (http://ipxe.org/2d0c618e)
Welcome to GRUB!
We can see:
- pxe will not boot from 1st network card (not configured mac address) - this is expected
- pxe boots from 2nd network card (mac is matched) - this is expected
- but ipxe request goes via first 1st card and it messes ipxe support service - first card in previous location didn't work, because of cabling issues
1st network card didn't work before so we configured server to use 2nd card, which worked fine, till now. It looks that 1st card works now and we should try to use it.

#7 - 2022-08-04 12:17 - pcervinka
PR: https://gitlab.suse.de/qa-sle/qanet-configs/-/merge_requests/42
#8 - 2022-08-04 13:13 - pcervinka
Above PR is just preparation, it will be WIP, till i figure out why eth1 with mac 3c:ec:ef:5d:76:7c is down. It is strange that 3c:ec:ef:5d:76:7c can be found in dhcp server logs during system boot:

```
qanet:/var/log # tail -f messages | grep -i 3c:ec:ef:5d:7...
```

2022-08-04T15:02:40.240337+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:02:41.241515+02:00 qanet dhcpd: DHCPOFFER on 10.162.30.35 to 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:02:43.605743+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:02:51.624771+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:03:07.608347+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:03:40.777821+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:03:40.778516+02:00 qanet dhcpd: DHCPOFFER on 10.162.3.83 to 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:04:18.374682+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:04:19.375284+02:00 qanet dhcpd: DHCPOFFER on 10.162.32.138 to 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:04:20.107379+02:00 qanet dhcpd: DHCPDISCOVER from 3c:ec:ef:5d:76:7c via sif0
2022-08-04T15:04:23.622815+02:00 qanet dhcpd: DHCPREQUEST for 10.162.3.83 (10.162.0.1) from 3c:ec:ef:5d:76:7d via sif0
2022-08-04T15:04:23.623290+02:00 qanet dhcpd: DHCPACK on 10.162.3.83 to 3c:ec:ef:5d:76:7d via sif0
2022-08-04T15:04:51.704592+02:00 qanet dhcpd: DHCPREQUEST for 10.162.3.83 from 3c:ec:ef:5d:76:7d via sif0
2022-08-04T15:05:17.050642+02:00 qanet dhcpd: DHCPACK on 10.162.3.83 to 3c:ec:ef:5d:76:7d via sif0
```

#9 - 2022-08-19 00:29 - openqa_review
This is an autogenerated message for openQA integration by the openqa_review script:
This bug is still referenced in a failing openQA test: prepare_baremetal@ipmi-kernel-rt
https://openqa.suse.de/tests/9323161#step/ipxe_install/1
To prevent further reminder comments one of the following options should be followed:
1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released" or "EOL" (End-of-Life)
3. The bugref in the openQA scenario is removed or replaced, e.g. label:wontfix:boo1234
Expect the next reminder at the earliest in 28 days if nothing changes in this ticket.

#10 - 2022-08-29 10:30 - slo-gin
This ticket was set to Normal priority but was not updated within the SLO period. Please consider picking up this ticket or just set the ticket to the next lower priority.