

## qe-yast - action #115190

### boot process stuck sporadically after install in mru-install-multipath-remote

2022-08-10 16:19 - JRivrain

|                        |     |                        |            |
|------------------------|-----|------------------------|------------|
| <b>Status:</b>         | New | <b>Start date:</b>     | 2022-08-10 |
| <b>Priority:</b>       | Low | <b>Due date:</b>       |            |
| <b>Assignee:</b>       |     | <b>% Done:</b>         | 0%         |
| <b>Category:</b>       |     | <b>Estimated time:</b> | 0.00 hour  |
| <b>Target version:</b> |     |                        |            |

#### Description

### Observation

System fails to boot after install, it was hard to say if it was an infra issue, so we tried on a different environment to see if it happens again, and [it did](#) but then [passed](#) the next time.

But then it failed again. In one of the runs, I had blocked state boot at "a start job is starting for dev/mapp..." (then it's truncated) and I couldn't ssh there. See attachment.

We need to figure out which update triggers it. There are several updates I have on my highly suspect list (in order of suspicion) :

libmount and others :

[https://download.suse.de/ibs/SUSE:/Maintenance:/25242/SUSE\\_Updates\\_SLE-SERVER\\_12-SP3-LTSS-TERADATA\\_x86\\_64/x86\\_64/](https://download.suse.de/ibs/SUSE:/Maintenance:/25242/SUSE_Updates_SLE-SERVER_12-SP3-LTSS-TERADATA_x86_64/x86_64/)

systemd:

[https://download.suse.de/ibs/SUSE:/Maintenance:/24472/SUSE\\_Updates\\_SLE-SERVER\\_12-SP3-LTSS-TERADATA\\_x86\\_64/](https://download.suse.de/ibs/SUSE:/Maintenance:/24472/SUSE_Updates_SLE-SERVER_12-SP3-LTSS-TERADATA_x86_64/)

kernel-default:

[https://download.suse.de/ibs/SUSE:/Maintenance:/25294/SUSE\\_Updates\\_SLE-SERVER\\_12-SP3-LTSS-TERADATA\\_x86\\_64/x86\\_64/](https://download.suse.de/ibs/SUSE:/Maintenance:/25294/SUSE_Updates_SLE-SERVER_12-SP3-LTSS-TERADATA_x86_64/x86_64/)

openiscsi:

[https://download.suse.de/ibs/SUSE:/Maintenance:/25336/SUSE\\_Updates\\_SLE-SERVER\\_12-SP3-LTSS-TERADATA\\_x86\\_64/x86\\_64/](https://download.suse.de/ibs/SUSE:/Maintenance:/25336/SUSE_Updates_SLE-SERVER_12-SP3-LTSS-TERADATA_x86_64/x86_64/)

The other updates are very unlikely to provoke this kind of problem.

We need to try running the jobs several times (as it is sporadic) with those updates excluded separately, then report a bug once faulty update is identified.

openQA test in scenario sle-12-SP3-Server-DVD-Updates-x86\_64-mru-install-multipath-remote@64bit fails in [boot\\_to\\_desktop](#)

### Test suite description

Testsuite maintained at <https://gitlab.suse.de/qa-maintenance/qam-openqa.yml>. NETWORK\_INIT\_PARAM=ifcfg=eth0=dhcp4 to skip dhcp-question which is problematic on 12sp1

### Reproducible

Fails since (at least) Build [20220809-1](#)

### Expected result

Last good: [20220808-1](#) (or more recent)

### Further details

Always latest result in this scenario: [latest](#)

#### History

#1 - 2022-08-10 16:20 - JRivrain

- Project changed from openQA Tests to qe-yast
- Category deleted (Bugs in existing tests)
- Priority changed from Normal to Urgent

**#2 - 2022-08-11 06:07 - JERiveraMoya**

- Tags set to YaST
- Subject changed from [QAM-Yast] boot process stuck sporadically after install in mru-install-multipath-remote to boot process stuck sporadically after install in mru-install-multipath-remote
- Priority changed from Urgent to Low
- Target version set to Current

All fine, thanks for the investigation, I think this test is not suitable to be running in maintenance updates, the more bother us this sporadic issue, the more reasons to move it to development group and investigate why the test suite was created, feature where was required, etc.

**#3 - 2022-08-11 09:23 - amanzini**

- Description updated

**#4 - 2022-08-12 07:22 - amanzini**

Seems to impact only 12SP3. moved test to MU development group in order to investigate

**#5 - 2022-08-18 05:45 - coolgw**

for 12sp4 seems new fail happen:

[https://openqa.suse.de/tests/9353114#step/boot\\_to\\_desktop/11](https://openqa.suse.de/tests/9353114#step/boot_to_desktop/11)

**#6 - 2022-10-04 05:17 - JERiveraMoya**

- Target version changed from Current to future

**#7 - 2022-10-04 05:26 - JERiveraMoya**

- Target version deleted (future)

**Files**

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|                |         |            |          |
|----------------|---------|------------|----------|
| dev_mapper.png | 17.3 KB | 2022-08-10 | JRivrain |
|----------------|---------|------------|----------|