

openQA Project - action #16602

Comment with unicode characters do not work because of an error in rabbitmq client (was: The comment couldn't be updated: Internal Server Error on openqa.suse.de.)

2017-02-09 02:24 - xlai

Status:	Resolved	Start date:	2017-02-09
Priority:	High	Due date:	
Assignee:	dheidler	% Done:	100%
Category:	Concrete Bugs	Estimated time:	0.00 hour
Target version:	Milestone 5		
Difficulty:			

Description

observation

An error message is reported when I updated result for a build on virtualization group on openqa.suse.de

What was typed on comment:

```
**Date:** <2017-02-09>

**Build:** 0234

**Arch:** x86_64

**Status:** <font color="red">Red</font>

**New Product bugs:**

* No

**Requirement:**

* one more ipmi machine: poo#15376

**Existing Product bugs:**

* sles12sp3 pv guest installation: bsc#1012005
* pvusb bug on sles12sp3 xen: bsc#1023948

**Existing openqa issues:**

* guest migration job fail multi-machine:      poo#15376
* ipmi ikvm unstable:      poo#14338
* ipmi serial console unstable:      poo#13914
* ipmi keyboard simulator unstable:      poo#12982 poo#16088
```

steps to reproduce

- on an openQA instance with enabled rabbitmq plugin
- type character 'ü' in any comment
- observe reported error

problem

H1. Mojo::RabbitMQ::Client does not handle unicode input correctly

<https://github.com/inway/mojo-rabbitmq-client/commit/c043447d4fa53a1456515c4def1c4d1367cd87b0#commitcomment-20829251>

H2. lib/OpenQA/WebAPI/Plugin/AMQP.pm does not forward unicode correctly to Mojo::RabbitMQ::Client

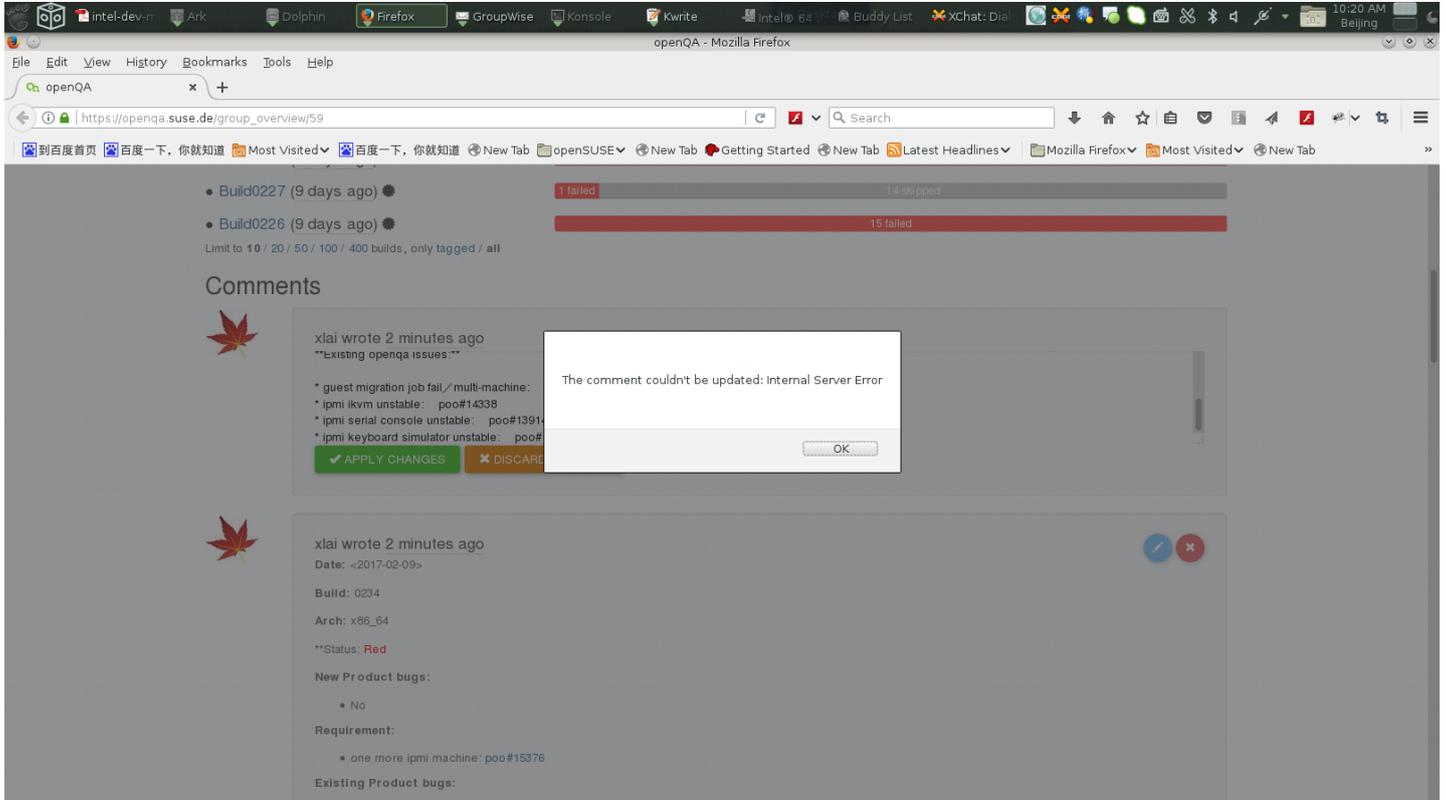
workaround

only type ascii within comments.

History

#1 - 2017-02-09 02:29 - xlai

- File *screenshot-for-failure-of-update-comment.png* added
- Assignee set to *okurz*



#2 - 2017-02-09 02:33 - xlai

But I can update common comments like 'test'.

Besides, Oliver, if you think you should not be the target issue owner, please help to assign to others. Thanks in advance.

#3 - 2017-02-09 11:52 - okurz

- Project changed from *openQA Tests* to *openQA Project*
- Subject changed from *The comment couldn't be updated: Internal Server Error on openqa.suse.de.* to *Comment with unicode characters do not work because of an error in rabbitmq client (was: The comment couldn't be updated: Internal Server Error on openqa.suse.de.)*
- Category changed from *Infrastructure* to *Concrete Bugs*
- Assignee changed from *okurz* to *mkittler*
- Priority changed from *Normal* to *High*
- Target version set to *Milestone 5*

xlai wrote:

Besides, Oliver, if you think you should not be the target issue owner, please help to assign to others. Thanks in advance.

no problem.

From the screenshot I can see the time to be "10:20 AM Beijing" which I assume is 2017-02-09 10:20 AM CST so corresponding to 2017-02-09 03:20 CET

From this time on osd taking a look into the logfile `/var/log/openqa` I can find

```
[Thu Feb 9 03:17:11 2017] [21168:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:17:20 2017] [22463:info] Connecting to AMQP server
[Thu Feb 9 03:17:20 2017] [22463:info] AMQP connection established
[Thu Feb 9 03:17:42 2017] [20431:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:18:04 2017] [websockets:debug] Worker overdrive2:5 not seen since 18319 seconds
[Thu Feb 9 03:18:04 2017] [websockets:debug] Worker overdrive2:2 not seen since 49879 seconds
[Thu Feb 9 03:18:04 2017] [websockets:debug] Worker overdrive2:3 not seen since 39347 seconds
[Thu Feb 9 03:18:04 2017] [websockets:debug] Worker openqaworker2:17 not seen since 922 seconds
[Thu Feb 9 03:18:07 2017] [20844:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:18:30 2017] [20974:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:18:43 2017] [20845:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:19:13 2017] [22463:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
[Thu Feb 9 03:19:31 2017] [20974:error] Wide character in subroutine entry at /usr/lib/perl5/vendor_perl/5.18.2/Mojo/RabbitMQ/Client.pm line 457.
```

and also I see in your screenshot as well as the content that you provided that you are using an uncommon backward diagonal line character `␣` which is not the standard `/`.

This yields an error in the rabbit mq plugin which does not expect non-ascii characters, it seems.

workaround

only type ascii within comments.

#4 - 2017-02-10 02:00 - xlai

- Project changed from *openQA Project* to *openQA Tests*
- Category deleted (*Concrete Bugs*)
- Assignee changed from *mkittler* to *okurz*
- Priority changed from *High* to *Normal*
- Target version deleted (*Milestone 5*)

and also I see in your screenshot as well as the content that you provided that you are using an uncommon backward diagonal line character `␣` which is not the standard `/`

Yes, it contained that. However I could comment such a message successfully for build 0209 result 23 days ago.

Today I have a look at the comments for virtualization group. It is weird that yesterday's fail-to-add comment (the one i pasted) shows up, however with 3 copies. And unable to delete.

#5 - 2017-02-10 02:02 - xlai

- Project changed from *openQA Tests* to *openQA Project*
- Category set to *Concrete Bugs*
- Assignee changed from *okurz* to *mkittler*
- Priority changed from *Normal* to *High*
- Target version set to *Milestone 5*

#6 - 2017-02-10 07:26 - okurz

- Subject changed from *Comment with unicode characters do not work because of an error in rabbitmq client (was: The comment couldn't be updated: Internal Server Error on openqa.suse.de.)* to *Comment with unicode characters do not work because of an error in rabbitmq client (was: The comment couldn't be updated: Internal Server Error on openqa.suse.de.)*

mentioned upstream:

<https://github.com/inway/mojo-rabbitmq-client/commit/c043447d4fa53a1456515c4def1c4d1367cd87b0#commitcomment-20829251>

#7 - 2017-02-10 07:56 - okurz

- Description updated

#8 - 2017-02-10 08:12 - coolo

commenting unrelated commits won't help

#9 - 2017-02-10 11:59 - okurz

Just imagine I am stupid and did not know any better.

#10 - 2017-02-10 14:35 - dheidler

- Status changed from *New* to *In Progress*
- Assignee changed from *mkittler* to *dheidler*
- % Done changed from *0* to *80*

PR: <https://github.com/os-autoinst/openQA/pull/1224>

#11 - 2017-02-10 16:18 - dheidler

- Status changed from *In Progress* to *Resolved*
- % Done changed from *80* to *100*

merged.

Files

screenshot-for-failure-of-update-comment.png	225 KB	2017-02-09	xlai
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