

## openQA Project - action #17116

### [tools]Needle editor displays black screen

2017-02-16 09:33 - zluo

<b>Status:</b>	Resolved	<b>Start date:</b>	2017-02-16
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	EDiGiacinto	<b>% Done:</b>	0%
<b>Category:</b>	Support	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Difficulty:</b>			
<b>Description</b>			
enter interactive mode and click on scissor to create a new needle. I got in most case a black screen. Go back and click it again, then it shows correct content in most cases.			
Firefox 51.0.1			
<b>Related issues:</b>			
Related to openQA Project - action #17662: [tools]webUI does not load thumbna...		<b>Resolved</b>	<b>2017-03-10</b>
Related to openQA Tests - action #20378: [tools]Too many 502 on openqa		<b>Resolved</b>	<b>2017-07-18</b>

### History

#### #1 - 2017-02-16 09:37 - okurz

- Project changed from openQA Tests to openQA Project
- Category set to Support
- Status changed from New to Rejected

I assume some kind of intermittent issue. should be solved by now. if not, please reopen if necessary

#### #2 - 2017-02-16 10:04 - okurz

- Status changed from Rejected to New

zluo reported that it still appears.

#### #3 - 2017-02-16 10:15 - okurz

sorry, I totally misread. Somehow I assumed this would be a very old ticket but it was actually a very new one :-D

#### #4 - 2017-02-16 10:59 - michalnowak

I saw this as well on my instance, all I had to do was to wait for optipng processes to finish (or at least for the one processing the image I was waiting for) and refresh the page/needle editor.

#### #5 - 2017-02-16 14:27 - zluo

What I got in Firefox developer console:

```
GET
http://localhost/tests/1916/images/yast2_control_center-115.png [HTTP/1.1 404 Not Found 19ms]
```

#### #6 - 2017-02-16 14:34 - zluo

localhost -> e13.suse.de

#### #7 - 2017-03-10 14:55 - michalnowak

- Related to action #17662: [tools]webUI does not load thumbnails for test details in time or at all added

#### #8 - 2017-03-17 14:20 - mkittler

- Assignee set to mkittler

**#9 - 2017-03-17 14:53 - mkittler**

- Description updated

I can reproduce two different issues:

1. Sometimes there is a very long delay. This might lead to a timeout. In this case reloading the page helps of course.

08087682-0b26-11e7-8c72-2fbf6f4c4489.png

But maybe it is just because the machine was very busy at that moment.

1. Sometimes the generated image is just black. In this case reloading doesn't help of course. Looks like a bug in the backend. Maybe the screenshot was taken when qemu has already been stopped.

**#10 - 2017-03-27 16:04 - RBrownSUSE**

- Subject changed from *Needle editor displays black screen* to *[tools][dashboard]Needle editor displays black screen*

**#11 - 2017-03-28 06:10 - coolo**

interactive mode is dashboard too? I guess you better define what dashboard is not

**#12 - 2017-03-28 09:07 - okurz**

- Subject changed from *[tools][dashboard]Needle editor displays black screen* to *[tools]Needle editor displays black screen*

well, this is not :-)

**#13 - 2017-04-07 13:48 - mkittler**

- Subject changed from *[tools]Needle editor displays black screen* to *[tools]Needle editor displays black screen*

I already stated that there are actually 2 different issues. This comment is about the 2nd one.

The black screenshot might be caused by the stall handing turning the screen black:

<https://github.com/os-autoinst/os-autoinst/blob/master/containers/VNC.pm#L834>

To verify this, I could try to turn the screen to another color (eg. red) in this case. If the needle editor then shows a red screen, we know where it comes from.

**#14 - 2017-04-08 07:32 - okurz**

good idea. just patch zluo's machine and let him test that.

**#15 - 2017-04-11 12:12 - okurz**

- Status changed from *New* to *In Progress*

**#16 - 2017-04-21 11:09 - mkittler**

I suppose changing the color isn't that easy. But the change

<https://github.com/os-autoinst/os-autoinst/commit/85e7ee7baef472c4771641e7d5a51da8278b0c34> by [coolo](#) might fix the 2nd issue. So you can update os-autoinst and check whether the issue still occurs.

BTW: I guess the comment # return black image - screen turned off should be removed.

EDIT: It seems like the 2nd issue actually doesn't occur anymore. Since the issue only occurred sometimes, further testing is required to be sure.

**#17 - 2017-05-10 09:56 - mkittler**

The 2nd issue couldn't be reproduced anymore so I assume it is actually gone.

The first issue could be improved by reloading automatically and displaying a loading indication might be useful as well.

**#18 - 2017-07-27 07:51 - favogt**

I hit this issue all the time, it's actually worse on a test machine I've got here (16GiB RAM, Intel Xeon E5-1620 (2x4 threads)) and it takes well over a minute sometimes until the .png is available.

**#19 - 2017-08-02 14:58 - EDiGiacinto**

- Related to action #20378: *[tools]Too many 502 on openqa added*

**#20 - 2017-09-27 12:39 - EDiGiacinto**

- *Status changed from In Progress to Resolved*

- *Assignee changed from mkittler to EDiGiacinto*

Closing this bug since it might be related to [#20378](#) which is now solved. Please re-open if problem still persist - in case it is persisting and the bug had attachments (such logs, screens, ecc.) please provide new ones.