openQA Tests - action #43616
[functional][u][sporadic] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available (non-s390x)
09/11/2018 10:33 am - szarate

<table>
<thead>
<tr>
<th>Status:</th>
<th>Rejected</th>
<th>Start date:</th>
<th>09/11/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
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<td>Due date:</td>
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<tr>
<td>Assignee:</td>
<td>zluo</td>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Category:</td>
<td>Bugs in existing tests</td>
<td>Estimated time:</td>
<td>0.00 hour</td>
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<tr>
<td>Target version:</td>
<td>Milestone 24</td>
<td></td>
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<td>Difficulty:</td>
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**Description**

openQA test in scenario sle-15-SP1-Installer-DVD-x86_64-create_hdd_minimal_base+sdk@64bit-smp fails in shutdown

The main observation is that the SUT simply doesn't shutdown, however there are no logs on what prevented it from shutting down...
Which makes difficult further bug investigation

**Reproducible**

Fails since (at least) Build 88.6 (current job)

**Expected result**

System shutdown properly, if not logs are collected (if possible) before finishing the test.

**Suggestions**

- Change power_action in lib/power_action_utils.pm to be more generic (i.e, not check what desktop are we using.
- Ensure that post_fail_hook always calls the collect logs function

**Related issues:**

Related to openQA Tests - action # 43880: [functional][u][s390x][sporadic] te...

Resolved 16/11/2018

**History**

#1 - 09/11/2018 10:33 am - szarate
- Description updated

#2 - 09/11/2018 02:37 pm - szarate

Happens also in: https://openqa.suse.de/tests/2248608

#3 - 20/11/2018 05:48 pm - okurz
- Target version set to Milestone 22

#4 - 03/12/2018 04:18 pm - szarate

@okurz, do you mind if we move this to milestone 21 and pick it up soonish? A serial failure should be more than enough to detect the machine didn't shut down. saving us the pain :)

#5 - 04/12/2018 03:38 pm - okurz

20/03/2020
Sure, if you are motivated :) So if the serial failure detection can help understanding the issue then go ahead, pick it up, set M21.

#6 - 09/12/2018 08:14 am - okurz
- Related to action #43880: [functional][u][s390x][sporadic] test fails in shutdown on s390x added

#7 - 05/02/2019 03:56 pm - zluo
I think this is a duplicated ticket of #43880.

#8 - 17/02/2019 10:19 pm - okurz
- Target version changed from Milestone 22 to Milestone 24

#9 - 20/02/2019 12:57 pm - szarate
- Status changed from New to Workable

#10 - 04/03/2019 02:51 pm - okurz
- Subject changed from [functional][u] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available to [functional][u] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available (non-s390x)
- Status changed from Workable to Blocked
- Assignee set to zluo

Not a duplicate of #43880 which is about s390x.

@zluo please track this ticket as blocked until #43880 is resolved.

#11 - 26/03/2019 08:41 am - zluo
- Status changed from Blocked to In Progress

since the issue reported in #43880 got fixed, set this as In Progress for further investigation.

#12 - 26/03/2019 10:37 am - zluo

to check https://openqa.suse.de/tests/2736905

#13 - 26/03/2019 12:48 pm - zluo

I can reproduce on overloaded remote workers only: http://f40.suse.de/tests/2916#step/shutdown/3

This is a sporadic issue however, and post_fail_hook doesn't have a chance to get log-console to execute systemct! 'list-jobs'. cleanup_before_shutdown collects already some logs, but for performance issue there is no way to detect.

what we can do is to increase timeout from 60 to 120. Compare with s390 scenarios(600) this is okay, if we cannot avoid performance issue on osd.

#14 - 26/03/2019 12:49 pm - zluo
- Subject changed from [functional][u] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available (non-s390x) to
[functional][sporadic] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available (non-s390x)

#15 - 27/03/2019 12:59 pm - zluo
- Status changed from In Progress to Rejected

https://openqa.suse.de/tests/2742528#next_previous shows that we don't have this issue since at least 2 months, and this happened only one time 5 months ago. reject this.

#16 - 27/03/2019 01:01 pm - zluo

we can re-open this ticket if it happens again. an option could be to increase timeout to 120, but at moment I don't the need to do so.