openQA Tests - action #43880
[functional][u][s390x][sporadic] test fails in shutdown on s390x
16/11/2018 09:25 am - oorlov

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
<th>Start date:</th>
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<tbody>
<tr>
<td>Priority:</td>
<td>High</td>
<td>Due date:</td>
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<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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<td>Target version:</td>
<td>Milestone 23</td>
<td></td>
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<td>Difficulty:</td>
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Description

Observation

openQA test in scenario sle-15-SP1-Installer-DVD-s390x-create_hdd_gnome@s390x-kvm-sle12 fails in shutdown

Reproducible

Fails since (at least) Build 96.7 (current job)

Expected result

Last good: 95.1 (or more recent)

Further details

- Other job runs failed with the same issue: https://openqa.suse.de/tests/2262190#step/shutdown/8, https://openqa.suse.de/tests/2262169#step/shutdown/9
- Always latest result in this scenario: latest

Related issues:

- Related to openQA Tests - action # 35215: [functional][u][epic][medium] test ...
- Related to openQA Tests - action # 43064: [functional][u] test fails in boot...
- Related to openQA Tests - action # 43616: [functional][u][sporadic] test fail...
- Related to openQA Tests - action # 41183: [functional][u] soft-fail in shutdo...
- Related to openQA Tests - action # 42038: [sle][functional][u] test fails in s...
- Related to openQA Tests - action # 38108: [openqa][kernel] Power down needs t...
- Related to openQA Tests - action # 35892: [functional][u][hard] test fails in...
- Related to openQA Tests - action # 46076: [sle][functional][u][medium] test f...

Resolved 19/04/2018 25/09/2018
Resolved 30/10/2018
Resolved 09/11/2018
Resolved 18/09/2018
Resolved 05/10/2018
Resolved 03/07/2018
Blocked 04/05/2018
Resolved 14/01/2019

History

#1 - 16/11/2018 12:21 pm - okurz
- Status changed from New to Workable
- Priority changed from Normal to High

hm, there is check_shutdown(60) which again is not that long. I recommend to bump the timeout and crosscheck with the code branches which might already wait longer.

#2 - 20/11/2018 05:46 pm - okurz
- Target version set to Milestone 22

#3 - 03/12/2018 09:29 am - mgriessmeier
I will take a look into this,
though the 60s seems to have worked in the past - might be different issue - let's investigate

#4 - 04/12/2018 09:57 am - okurz

try SCHEDULE=tests/boot/boot_to_desktop,tests/shutdown/shutdown, or add in "bootloader_zkvm" in there.

#5 - 04/12/2018 12:22 pm - mgriessmeier

okurz wrote:

try SCHEDULE=tests/boot/boot_to_desktop,tests/shutdown/shutdown, or add in "bootloader_zkvm" in there.

problem is that the only fails in shutdown I can find are on create_hdd jobs - so we might miss the issue if we just use a qcow image
so I will first schedule the whole job once and grab the image from there

#6 - 04/12/2018 03:46 pm - okurz

well, I thought the "boot+shutdown" test would be super-fast to finish so you can schedule 100 runs easily on production and reject the hypothesis that it can also appear in the image-booting scenarios.

#7 - 07/12/2018 07:18 am - mgriessmeier

triggered 50 jobs with custom scheduled - so far 2/11 failed =)

http://opeth.suse.de/tests/overview?build=107.5&distri=sle&version=15-SP1

#8 - 07/12/2018 09:31 am - mgriessmeier

mgriessmeier wrote:

triggered 50 jobs with custom scheduled - so far 2/11 failed =)

http://opeth.suse.de/tests/overview?build=107.5&distri=sle&version=15-SP1

so 8 out of 50 failed, I will investigate those and trigger 50 more with increased timeout to see if the failure rate is reduced or completely gone

#9 - 07/12/2018 12:05 pm - mgriessmeier

ok, with double timeout it's 1 fail out of 50...
will go with *3 which we also have for other cases...
#10 - 09/12/2018 08:14 am - okurz
- Related to action #35215: [functional][u][epic][medium] test fails on shutdown module added

#11 - 09/12/2018 08:14 am - okurz
- Related to action #43064: [functional][u] test fails in boot_into_snapshot and reboot_gnome with encrypted setup - test not waiting long enough for shutdown/reboot until we end up in grub which shows in post_fail_hook added

#12 - 09/12/2018 08:14 am - okurz
- Related to action #43616: [functional][u][sporadic] test fails in shutdown - SUT took longer than 60 seconds to shutdown, no logs available (non-s390x) added

#13 - 09/12/2018 08:14 am - okurz
- Related to action #41183: [functional][u] soft-fail in shutdown should have valid bugref added

#14 - 09/12/2018 08:14 am - okurz
- Related to action #42038: [sle][functional][u] test fails in shutdown - add post_fail_hook for shutdown module if possible added

#15 - 09/12/2018 08:15 am - okurz
- Related to action #38108: [openqa][kernel] Power down needs to have longer timeout due longer shutdown of BTRFS related service added

#16 - 09/12/2018 08:15 am - okurz
- Related to action #35892: [functional][u][hard] test fails in kdump_and_crash - improve bootup/shutdown debugging approach added

#17 - 09/12/2018 08:23 am - okurz

custom scheduling rocks, right? ;)

Good evaluation. Please see the related issues as well. We should on one hand fix the test failing which we can do by bumping the timeout but also we should provide bug reports or help with investigation on already existing ones. The approach you found might be especially helpful for that.

@oorlov, as the "shutdown specialist", what suggestions can you give how to investigate the issue further or how to track according bugs with soft-fails?

@mgriessmeier maybe just find corresponding bugs about "shutdown takes too long", comment in there with suggestions how to investigate, e.g. point to the openqa-clone-job commands you used to reproduce easily.

#18 - 10/12/2018 07:03 am - mgriessmeier
- Priority changed from High to Normal

triple timeout also fails 2 out of 50 - but since it is improving the situation significantly, here is the PR:  
https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6374

reducing urgency therefore and continuing on suggestions from okurz

#19 - 14/12/2018 09:39 am - mgriessmeier
- Status changed from In Progress to Workable
- Assignee deleted (mgriessmeier)

Urgency was removed - not working on the followup atm

05/04/2020
#20 - 29/12/2018 06:56 am - okurz

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: create_hdd_textmode@zkvm
https://openqa.suse.de/tests/2347165

#21 - 13/01/2019 06:57 am - okurz

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: create_hdd_gnome
https://openqa.suse.de/tests/2369949

#22 - 05/02/2019 10:31 am - zluo

My PR (https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6702, see #42038 for details) might be helpful to check the cause of shutdown issue.

#23 - 06/02/2019 01:31 pm - szarate

I wonder if setting the $soft_fail_data hash to have a hard timeout of 180 and a soft timeout of 60 would work in this case, today we got 3 failures so far, most of them in the order of 2 minutes between the moment the poweroff command is sent and the moment where virsh actually reports that the SUT is actually shut off...

#24 - 17/02/2019 10:13 pm - okurz

- Target version changed from Milestone 22 to Milestone 23

#25 - 26/02/2019 10:17 am - SLindoMansilla

- Subject changed from [functional][u][s390x] test fails in shutdown on s390x to [functional][u][s390x][sporadic] test fails in shutdown on s390x

New occurrence on OSD: https://openqa.suse.de/tests/2496334
It seems to be sporadic.

#26 - 01/03/2019 09:08 am - zluo

- Assignee set to zluo

I filed yesterday ticket #48545, maybe this is related issue, let me check this and give an update on this.

#27 - 01/03/2019 09:08 am - zluo

- Status changed from Workable to In Progress

#28 - 01/03/2019 10:30 am - zluo
100 test runs triggered now

#29 - 01/03/2019 12:13 pm - zluo

WIP PR:

https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6940

with extend timeout for check_shutdown:

Created job #2508629: sle-15-SP1-Installer-DVD-s390x-Build178.3-create_hdd_gnome@s390x-kvm-sle12 -> https://openqa.suse.de/t2508629

#31 - 05/03/2019 09:06 am - okurz
- Priority changed from Normal to High

back to "High" as still or again linked to currently failing tests.

#32 - 05/03/2019 11:27 am - okurz
- Related to action #46076: [sle][functional][u][medium] test fails in shutdown on minimalx added

#33 - 06/03/2019 08:41 am - zluo

my WIP PR which got tested on osd https://openqa.suse.de/t2508629 shows no issue and on my local server I tested:

http://f40.suse.de/tests/1526#next_previous shows all successful test runs, 100 total, a couple of tests failed at very beginning bootloader_zkvm which is a different issue.

#34 - 06/03/2019 08:51 am - zluo

PR: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6940

#35 - 06/03/2019 01:04 pm - zluo
- Status changed from In Progress to Feedback

waiting for merging PR.

#36 - 15/03/2019 02:12 pm - okurz

merged and retrigerred all three s390x shutdown failures in https://openqa.suse.de/tests/overview?result=none&amp;amp;result=failed&amp;amp;result=incomplete&amp;amp;result=skipped&amp;amp;result=obsoleted&amp;amp;result=parallel_failed&amp;amp;result=parallel_restarted&amp;amp;result=user_cancelled&amp;amp;result=user_restarted&amp;amp;arch=&amp;amp;modules=&amp;amp;distri=sle&amp;amp;version=15-SP1&amp;amp;build=190.3&amp;amp;groupid=112&amp;amp;groupid=110#
#37 - 21/03/2019 11:16 am - SLindoMansilla

I don't know how to interpret the link from okurz in https://progress.opensuse.org/issues/43880#note-36

Waiting for verification run on OSD: https://openqa.suse.de/tests/overview?build=poo43880_osd_verification

#38 - 25/03/2019 01:02 pm - zluo

- Status changed from Feedback to Resolved

https://openqa.suse.de/tests/2725859#step/shutdown/8 shows successful test run.

#39 - 25/03/2019 01:19 pm - SLindoMansilla

- Status changed from Resolved to Feedback

That is not enough, because we need to verify an sporadic bug.

We need to verify with 100 jobs.

Waiting for: https://openqa.suse.de/tests/overview?build=poo43880_osd_verification

Please, feel free to assign the ticket to me if you don't want to have it, so I take care of updating the status when the jobs finish.

#40 - 26/03/2019 07:46 am - zluo

I checked this already over 100 times: http://f40.suse.de/tests/1526#next_previous

please see my previous comment, and this has been already tested on osd with WIP PR.

I think this is enough, but if you want to test extra, please go head...

#41 - 27/03/2019 12:48 pm - zluo

- Status changed from Feedback to Resolved

verification tests on osd look good. Resolved.