**openQA Tests - action #44129**

[functional][y][timeboxed:4h][investigation] test fails in snapper_undochange - /dev/ttyS0 device or resource busy

21/11/2018 08:40 am - mlin7442

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>High</td>
</tr>
<tr>
<td>Assignee:</td>
<td>oorlov</td>
</tr>
<tr>
<td>Category:</td>
<td>Bugs in existing tests</td>
</tr>
<tr>
<td>Target version:</td>
<td>Milestone 21</td>
</tr>
<tr>
<td>Difficulty:</td>
<td></td>
</tr>
<tr>
<td>Start date:</td>
<td>21/11/2018</td>
</tr>
<tr>
<td>Due date:</td>
<td>18/12/2018</td>
</tr>
<tr>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Estimated time:</td>
<td>0.00 hour</td>
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</tbody>
</table>

**Description**

**Acceptance criteria**

1. Root cause analysis is performed  
2. After 4h either we create follow-up task with current findings, or new ticket/bug depending on the outcome is created

**Observation**

openQA test in scenario opensuse-15.1-DVD-x86_64-extra_tests_filesystem@64bit fails in snapper_undochange

**Reproducible**

Fails since (at least) Build 351.3

**Expected result**

Last good: 350.1 (or more recent)

**Further details**

Always latest result in this scenario: latest

**Related issues:**

Related to openQA Tests - action # 45284: [functional][y] Add workaround to e...

Rejected 18/12/2018 26/02/2019

**History**

**#1** - 21/11/2018 10:58 am - okurz  
- Subject changed from test fails in snapper_undochange - /dev/ttyS0 device or resource busy to [functional][y] test fails in snapper_undochange - /dev/ttyS0 device or resource busy  
- Assignee set to riafarov  
- Priority changed from Normal to High  
- Target version set to Milestone 21

@riafarov because of your recent experiences trying to handle the serial device, what do you think about this issue?

**#2** - 21/11/2018 02:31 pm - riafarov  
- Assignee deleted (riafarov)

It's definitely something not related to serial-getty. I've seen this issue before, but I definitely have seen this issue before. I could not find any open bug for this though.
@okurz do you think we should handle it as [y]? I propose [u] here, to be honest.

- Due date set to 18/12/2018

"snapper" relates to [y], doesn't it? This is why I suggested y-team.

It's about serial output which fails, so it's oversimplified thinking, like assigning tickets to the test module maintainers. I propose to make it timeboxed to do the proper investigation and do not leave it as a "fix the world" task for the issue we don't know about.

Of course, I don't see "assignment" as contract written in blood to fix the whole issue or ... "the world", just to provide the next bread crumb ;)

Arvin from the YaST team can help with investigation as snapper inventor.

My suggestion to crosscheck behaviour on older product versions:

Download [https://openqa.opensuse.org/assets/hdd/opensuse-42.3-x86_64-GM-gnome@64bit.qcow2](https://openqa.opensuse.org/assets/hdd/opensuse-42.3-x86_64-GM-gnome@64bit.qcow2) and/or [https://openqa.opensuse.org/assets/hdd/opensuse-15.0-x86_64-GM-gnome@64bit.qcow2](https://openqa.opensuse.org/assets/hdd/opensuse-15.0-x86_64-GM-gnome@64bit.qcow2) and check manually if the same problem happens there. If we confirm it's a change in the product we can try to find out if the change intended, e.g. find out if an additional service, e.g. "getty" is enabled for the rescue systemd target, then try to find out by which files this relation is defined, then find out which package owns this file with rpm -qf <file>, then look into the changelog of this package with rpm -q --changelog <package> | less, take a look for bugs or persons and use that to talk to people ;)

- Status changed from Workable to In Progress
- Assignee set to oorlov

- Status changed from In Progress to Feedback
After deeper investigation I've found out, that it happens while switching to another systemd target (to rescue in the case) if 'console=ttyS0 console=tty' boot parameters were set during installation.

While switching to rescue target, the system asks for a password. If enter it in tty1, the ttyS0 will still wait for the password and that caused the "bash: /dev/ttyS0: Device or resource busy" while echoing to /dev/ttyS0. If then enter the password in ttyS0 it starts working as expected.

The changed behavior of the product was introduced in Leap 15.1, build 351.3.

Created bugzilla ticket: https://bugzilla.opensuse.org/show_bug.cgi?id=1119123

#11 - 12/12/2018 09:48 am - oorlov
- Status changed from Feedback to Resolved

As decided during the refinement meeting, putting the ticket to resolved (because it is time-boxed one and boo ticket is enough for resolving it)

#12 - 12/12/2018 08:06 pm - okurz
- Status changed from Resolved to Feedback

Unfortunately though this is related to currently failing tests, no one looked into the bug and you set the severity to "minor" (but at least the blocker flag) so I wonder if we should try to apply a workaround? WDTY? If yes, then please create a follow-up ticket an close again, if not, please explain that and just close again. Thanks.

#13 - 13/12/2018 10:04 am - oorlov
- Status changed from Feedback to Resolved

After discussion it was decided that riafarov will create a progress ticket, which is blocked by the boo#1119123 to monitor the issue.

All further actions will be identified in the ticket.

#14 - 13/12/2018 10:26 am - okurz

You know the problem I have observed often enough in the past is that people close a ticket and then there is no followup until someone else realizes and becomes frustrated because there was no follow-up ticket. When you prefer to have this ticket closed and not provide the followup ticket then I feel the need to track the followup elsewhere, e.g. note down on my todo-list to check later if any followup ticket was created. To not frustrate you for the time being I will not open the ticket again because I did not understand your reasoning completely.

#15 - 18/12/2018 11:25 am - oorlov
- Related to action #45284: [functional][y] Add workaround to enter password in ttyS0 while changing systemd target added

20/03/2020