[functional][u] test fails in NM_wpa2Enterprise - unable to login into the gnome session again (was: screenlock displays)

04/01/2019 08:36 am - mlin7442

<table>
<thead>
<tr>
<th>Status</th>
<th>Resolved</th>
<th>Start date:</th>
<th>04/01/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority</td>
<td>High</td>
<td>Due date:</td>
<td>08/02/2019</td>
</tr>
<tr>
<td>Assignee</td>
<td>szarate</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>
</tr>
<tr>
<td>Target version</td>
<td>Milestone 23</td>
<td></td>
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<tr>
<td>Difficulty</td>
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**Description**

**Observation**

openQA test in scenario opensuse-15.1-DVD-x86_64-extra_tests_on_gnome@64bit fails in NM_wpa2Enterprise

https://openqa.opensuse.org/tests/823304/file/NM_wpa2Enterprise-journal.log

screenlock was there then confused gnome_widget matching. Actually we just switch back from a text console to gdm, we detect that, enter the password in https://openqa.opensuse.org/tests/823304/file/video.ogv#t=126.72,126.74 and that is not accepted.

**Reproducible**

Fails since (at least) Build 385.1

**Expected result**

Last good: 383.2 (or more recent)

Suggestions

- Newer versions of gdm are started twice, on tty2+tty7. If we switch to the "wrong one" we can login and are diverted to the other tty. We should ensure we select the tty where we are already logged in, i.e. we should not expect the user selection screen but the unlock screen of the already logged in user "bernhard"
- Investigate why we can not login, e.g. take a look into https://openqa.opensuse.org/tests/823304/file/NM_wpa2Enterprise-journal.log at the correct timestamp, potentially report bug
- Optional: Simplify test scenario and/or modules to not switch back and forth so often between "root-console" and "x11".

**Further details**

Always latest result in this scenario: latest

**Related issues**

- Related to openQA Tests - action # 45131: [functional][u] test fails in worke... Rejected 13/12/2018
- Related to openQA Tests - action # 40490: [functional][u] Implement test for ... Workable 31/08/2018
- Related to openQA Tests - action # 39734: [aarch64] test fails in updates_pac... Resolved 14/08/2018
- Related to openQA Tests - action # 36652: [sle][functional][u] test fails in ... Rejected 30/05/2018
- Duplicated by openQA Tests - action # 42740: [functional][u] test fails in NM... Rejected 21/10/2018
- Blocks openQA Tests - action # 44153: [functional][u][sporadic] test fails in... Blocked 21/11/2018
- Copied to openQA Tests - action # 48110: [functional][u][sporadic] test faila... Workable 04/01/2019

**History**

#1 - 14/01/2019 09:15 am - agraul
- Subject changed from test fails in NM_wpa2Enterprise - screenlock displays to [functional][u] test fails in NM_wpa2Enterprise - screenlock displays

#2 - 14/01/2019 09:56 am - okurz

20/03/2020
Related to action #45131: [functional][u] test fails in worker to unlock the screen of openQA-in-openQA test added

#3 - 14/01/2019 09:56 am - okurz
- Related to action #44153: [functional][u][sporadic] test fails in gnome_control_center - fails to unlock screenlock added

#4 - 14/01/2019 09:56 am - okurz
- Related to action #40490: [functional][u] Implement test for screensaver and disable it in other scenarios added

#5 - 14/01/2019 09:56 am - okurz
- Related to action #39734: [aarch64] test fails in updates_packagekit_gpk / updates_packagekit_kde due to locked screensaver added

#6 - 14/01/2019 09:57 am - okurz
- Related to action #36652: [sle][functional][u] test fails in first_boot - screensaver already active after boot to desktop? added

#7 - 14/01/2019 09:57 am - okurz
- Priority changed from Normal to High

#8 - 29/01/2019 06:27 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: extra_tests_on_gnome
https://openqa.opensuse.org/tests/841035

#9 - 29/01/2019 09:22 am - lnussel
- Due date set to 08/02/2019

ping! this keeps failing. we need an ETA for a fix

#10 - 29/01/2019 06:38 pm - okurz
- Status changed from New to Workable
- Priority changed from High to Urgent
- Target version set to Milestone 22

Previously with "High" in the backlog of the u-team that meant ETA of 2 weeks to 2 months. Bumping to "urgent". Therefore according to https://progress.opensuse.org/projects/qa/wiki#How-we-work-on-our-backlog means we want to pick the ticket up within 2-3 days and have the "urgency" removed within 1 week.

#11 - 29/01/2019 06:54 pm - okurz
- Subject changed from [functional][u] test fails in NM_wpa2_enterprise - screenlock displays to [functional][u] test fails in NM_wpa2_enterprise - unable to login into the gnome session again (was: screenlock displays)
- Description updated

#12 - 30/01/2019 09:30 am - SLindoMansilla
- Status changed from Workable to In Progress
- Assignee set to SLindoMansilla

20/03/2020
Taking this urgent, because more log in problems.

Maybe need to fix same function and may find same verification problems as [https://progress.opensuse.org/issues/46223](https://progress.opensuse.org/issues/46223)

#13 - 06/02/2019 04:46 pm - SLindoMansilla

Not able to reproduce locally with Build404.2: [http://openqa.slindomansilla-vm.qa.suse.de/tests/1202](http://openqa.slindomansilla-vm.qa.suse.de/tests/1202)

It didn't fail on last build 406.2: [https://openqa.opensuse.org/tests/844167#next_previous](https://openqa.opensuse.org/tests/844167#next_previous)

Comparing the video differences make me think that the session simply went to the lock screen.

#14 - 06/02/2019 05:01 pm - SLindoMansilla

- Priority changed from Urgent to High

My bet is that this could improve the problem: [https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6729](https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6729)

#15 - 08/02/2019 11:44 pm - okurz

- Status changed from In Progress to Workable
- Assignee deleted (SLindoMansilla)

Hmm, I am not exactly sure what fixed the scenario but definitely not your PR as it is not yet merged. [https://openqa.opensuse.org/tests/844167](https://openqa.opensuse.org/tests/844167) is the latest job that worked again after a longer time. I don't think your PR is a good idea though. The switching to the text terminal and back happens within a minute so the screen shouldn't even be locked unless this is some feature that I do not know about. @SLindoMansilla it seems you have ignored all my suggestions from the description? Leaving for someone else during his absence.

#16 - 11/02/2019 03:03 pm - okurz

- Related to deleted (action #44153: [functional][u][sporadic] test fails in gnome_control_center - fails to unlock screenlock)

#17 - 11/02/2019 03:03 pm - okurz

- Blocks action #44153: [functional][u][sporadic] test fails in gnome_control_center - fails to unlock screenlock added

#18 - 17/02/2019 10:12 pm - okurz

- Target version changed from Milestone 22 to Milestone 23

#19 - 18/02/2019 01:59 pm - szarate

Do we run this scenario for SLED?

#20 - 18/02/2019 02:07 pm - okurz

Pretty sure we don't

#21 - 18/02/2019 04:35 pm - szarate

- Status changed from Workable to Feedback
I decided to go for a simpler route: Don’t switch to the root console :), https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6825

#22 - 19/02/2019 06:53 am - okurz

yes, what I suggested as an alternative. Feel free to extract the part about “switching back to x11 does needs re-login” into another ticket or solve it within this one.

#23 - 19/02/2019 02:58 pm - szarate
- Status changed from Feedback to Resolved

last test did not fail and shows the new behaviour

#24 - 19/02/2019 04:15 pm - okurz
- Copied to action #48110: [functional][u][sporadic] test failed in different modules that switch from textmode terminal to graphical terminal - unable to login into the gnome session again but we should not even need to login when selecting the correct tty added

#25 - 19/02/2019 04:15 pm - okurz

ok, I guess you somehow missed my comments so I will create a new ticket for the further improvement. -> #48110

#26 - 19/02/2019 04:19 pm - szarate

@okurz sorry! my bad! I was going to put those on a separate ticket, but thanks for taking care!

#27 - 26/02/2019 02:11 pm - okurz
- Duplicated by action #42740: [functional][u] test fails in NM_wpa2_enterprise - console switch fails because of messages on the console added