

## openQA Tests - action #46190

### [functional][u] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)

2019-01-15 12:38 - dimstar

<b>Status:</b> Resolved	<b>Start date:</b> 2019-01-15
<b>Priority:</b> High	<b>Due date:</b>
<b>Assignee:</b> SLindoMansilla	<b>% Done:</b> 0%
<b>Category:</b> Bugs in existing tests	<b>Estimated time:</b> 42.00 hours
<b>Target version:</b> Milestone 30	
<b>Difficulty:</b>	

**Description**

### Observation

Very frequently, the name 'Bernhard M Wiedemann' is mistyped in openQA, most commonly with a lower-case M for the middle name. In many cases, this 'could be ignored', but often there are modules further down the line that have a login mask where the name then mismatches

openQA test in scenario opensuse-Tumbleweed-KDE-Live-i686-kde-live\_installation@32bit fails in [user\\_settings](#)

### Tasks

1. Check if we need to reduce the number of workers per machine.  
yes, see: <https://progress.opensuse.org/issues/60833>
2. Check if increasing minimum memory is necessary.

### Reproducible

Fails since (at least) Build [20181231](#)

### Expected result

Last good: [20181224](#) (or more recent)

### Further details

Always latest result in this scenario: [latest](#)

Related issues:	Status	Created	Resolved
Related to openQA Tests - action #45650: [functional][u][aarch64] test fails ...	Resolved	2019-01-02	
Related to openQA Tests - action #48572: [sle][functional][y] test fails in w...	Resolved	2019-03-01	2019-04-09
Related to openQA Tests - coordination #43889: [qe-core][epic][functional][vi...	Blocked		
Related to openQA Tests - action #53795: [functional][u] oomath: frequent mis...	Resolved	2019-07-03	
Related to openQA Tests - action #60833: [qe-core][sle][functional] performan...	Rejected	2019-12-10	
Has duplicate openQA Tests - action #57944: shift key gets pressed on arm wor...	Rejected	2019-10-10	
Has duplicate openQA Tests - action #58799: test fails in user_settings: Miss...	Rejected	2019-10-29	
Has duplicate openQA Tests - action #58847: False positive in user_settings	Rejected	2019-10-30	

### History

#### #1 - 2019-01-16 06:45 - mgriessmeier

- Related to action #45650: [functional][u][aarch64] test fails in first\_boot because of username letters not written in capital case during installation user\_settings added

#### #2 - 2019-01-16 06:46 - mgriessmeier

- Subject changed from *test fails in user\_settings* to *[functional] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)*

**#3 - 2019-01-16 07:43 - okurz**

- Subject changed from *[functional] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)* to *[functional][u] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)*

- Priority changed from *Normal* to *Urgent*

- Target version set to *Milestone 22*

[mgriessmeier](#) please assign always at least [u] for [y] or both. As you know, we do not have a query for "[functional] but not [u] nor [y]" so we could miss according tickets for a long time.

**#4 - 2019-01-16 08:51 - dimstar**

We from the product side also looked further into this issue: interesting points are that neither Leap (same openqa instane) nor SLE (different instance) seem to show this kind of issue - which in turn seems to point towards a product issue.

Lately, the issue shows up much more often, as I removed ungeneric needles (matching all of the user\_settings screen\_ against one matching also the name explicitly. By digging through history, this issue seems to have started around snapshot 1214 - which co-incides with the checkin date of Qt 5.12

Qt 5.12 is thus a suspect for this failure, BUT this theory somewhat is disproven by the fact that Krypton does not show the issue

**#5 - 2019-01-16 09:17 - dimstar**

Turns out Krypton is not free from this error: [https://openqa.opensuse.org/tests/822087#step/user\\_settings/2](https://openqa.opensuse.org/tests/822087#step/user_settings/2) (one suspicion was that Krypton would not see it due to the higher memory availability)

**#6 - 2019-01-16 09:33 - okurz**

- Status changed from *New* to *Workable*

**#7 - 2019-01-21 09:43 - zluo**

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

take over and check.

**#8 - 2019-01-21 09:53 - zluo**

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

[https://openqa.opensuse.org/tests/832433#step/user\\_settings/2](https://openqa.opensuse.org/tests/832433#step/user_settings/2) shows correct input for user\_setting.

**#9 - 2019-01-21 09:56 - zluo**

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

- Priority changed from *Urgent* to *Normal*

since the test is still failed, will work on this anyway. but no urgent issue anymore.

**#10 - 2019-01-21 09:58 - zluo**

- Subject changed from *[functional][u] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)* to *[functional][u] test fails in user\_settings - doesn't match inst-userpasswdtoosimple*

need to investigate this issue with needle match.

**#11 - 2019-01-21 10:18 - okurz**

- Subject changed from *[functional][u] test fails in user\_settings - doesn't match inst-userpasswdtoosimple* to *[functional][u] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase)*

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

- Priority changed from *Normal* to *Urgent*

but no urgent issue anymore.

And why did you come to this conclusion?

need to investigate this issue with needle match.

[zluo](#) please do *not* make this ticket something completely different. If currently "inst-userpasswdtoosimple" does not match then it's a different issue. Btw, where did you see this?

**#12 - 2019-01-21 10:34 - mgriessmeier**

okurz wrote:

but no urgent issue anymore.

And why did you come to this conclusion?

I also think it is still an urgent issue until we have statistics about this

need to investigate this issue with needle match.

[zluo](#) please do *not* make this ticket something completely different. If currently "inst-userpasswdtoosimple" does not match then it's a different issue. Btw, where did you see this?

it is a different issue, please check the labeled bugref... [https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122181](https://bugzilla.opensuse.org/show_bug.cgi?id=1122181)

**#13 - 2019-01-21 12:43 - mgriessmeier**

hmm there is already a softfail needle for this: [https://openqa.opensuse.org/tests/831713#step/user\\_settings/2](https://openqa.opensuse.org/tests/831713#step/user_settings/2)  
question is if this is acceptable as urgency removal or not - the two builds afterwards looked fine though  
[okurz](#) your take on this?

**#14 - 2019-01-21 12:50 - zluo**

- Status changed from Workable to In Progress

- Priority changed from Urgent to Normal

[https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122181](https://bugzilla.opensuse.org/show_bug.cgi?id=1122181)

this is clear now. So this should fix the problem.

**#15 - 2019-01-21 12:52 - zluo**

if low characters don't appear now, it mean we have a different issue, right. so this is not urgent anyway.

**#16 - 2019-01-21 13:26 - mgriessmeier**

zluo wrote:

if low characters don't appear now, it mean we have a different issue, right. so this is not urgent anyway.

anyway, following #note-4 I would try to check statistics on Builds before Qt5 submission and compare it to the ones after the Qt5 submission

**#17 - 2019-01-21 13:55 - okurz**

- Status changed from In Progress to Workable

- Priority changed from Normal to Urgent

mgriessmeier wrote:

hmm there is already a softfail needle for this: [https://openqa.opensuse.org/tests/831713#step/user\\_settings/2](https://openqa.opensuse.org/tests/831713#step/user_settings/2)  
question is if this is acceptable as urgency removal or not - the two builds afterwards looked fine though  
[okurz](#) your take on this?

No, not enough as urgency removal because as you can see the tests still fail.

I crosschecked with dimstar and ggardet in #opensuse-factory:

```
[21/01/2019 11:21:04] <okurz> DimStar, guillaume_g: btw, what's the current situation regarding mistyping of t
```

he username in the installer? I did not find related failures in the recent snapshot results. Can you help me?  
[21/01/2019 11:21:40] <DimStar> okurz: they have all been retriggered until succeeded  
[21/01/2019 11:22:15] <okurz> I see, so still current. And the main ticket is <https://progress.opensuse.org/issues/46190> ?  
[21/01/2019 11:22:16] <|Anna|> [functional][u] test fails in user\_settings - mistyping in Username (lowercase instead of uppercase) in openQA Tests (action for unassigned) [Workable] Created on: 2019-01-15 | 0% done.  
[21/01/2019 11:22:57] <DimStar> see for example [https://openqa.opensuse.org/tests/832047#step/user\\_settings/1](https://openqa.opensuse.org/tests/832047#step/user_settings/1)  
[21/01/2019 11:51:36] <guillaume\_g> okurz: same as DimStar, occurs but retrigger until it passes. (for ARM, the gic\_version=host improved things thought)

[zluo](#) again, this ticket is *not* about [boo#1122181](#) . Please only set ticket to "In Progress" with an assignee.

**#18 - 2019-01-21 14:39 - mgriessmeier**

I've triggered 50 jobs overnight to get some statistics...

**#19 - 2019-01-21 15:17 - mgriessmeier**

also trying with type\_string\_slow

**#20 - 2019-01-22 06:10 - mgriessmeier**

- Status changed from Workable to In Progress

- Assignee set to mgriessmeier

mgriessmeier wrote:

I've triggered 50 jobs overnight to get some statistics...

5/50 failed -> 10%

I will trigger another 50 with type\_string\_slow to see if it improves things

**#21 - 2019-01-22 07:39 - mgriessmeier**

- Priority changed from Urgent to Normal

so far 0/40 jobs failed with using type\_string\_slow - I don't expect any job of the last 10 to fail.

imo this really reduces urgency if not resolves the ticket (for now)

created PR: <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6604>

[okurz](#): please state what you think regarding definition of done or if we e.g. should move it to the tools team to have a closer look on the backend implementation where this most likely comes from

**#22 - 2019-01-22 10:43 - okurz**

For further reference because I know that *all* of us will have forgotten in some months what you or we did here: Please also reference the commands you used to trigger tests and provide links to the openQA test overviews from which you gathered your observations.

This has nothing to do with the "tools"-team and you know that they would not be able to look into this anytime soon given that the team consists of just one guy that actually has openQA experience and he works on the webUI mainly.

[#46190#note-4](#) already points in the direction of Qt submission within openSUSE Factory/Tumbleweed as we did not see this problem yet in Leap nor SLE AFAIK. There should be a corresponding product bug but most likely this will not be fixed without our help in regards of having openQA showing the error and only then providing a workaround.

**#23 - 2019-01-22 11:18 - mgriessmeier**

- Priority changed from Normal to Urgent

**#24 - 2019-01-22 13:05 - mgriessmeier**

- Status changed from In Progress to Feedback

updated PR with detection of mistyping as soft-fail and retry with slower typing

-> <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6604>

**#25 - 2019-01-22 19:28 - okurz**

Created bug report [https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122804](https://bugzilla.opensuse.org/show_bug.cgi?id=1122804) which you can use now in all needle references or the record\_soft\_failure.

**#26 - 2019-01-29 18:17 - okurz**

- Status changed from *Feedback* to *Workable*
- Assignee deleted (*mgriessmeier*)
- Priority changed from *Urgent* to *Normal*
- Target version changed from *Milestone 22* to *Milestone 23*

[https://openqa.opensuse.org/tests/841493#step/user\\_settings/3](https://openqa.opensuse.org/tests/841493#step/user_settings/3) shows the mistyping detected and corrected. Thanks *mgriessmeier*.

Down to "Normal" for further investigation, log file gathering, etc.

**#27 - 2019-02-17 19:46 - okurz**

- Status changed from *Workable* to *Blocked*
- Assignee set to *okurz*
- Target version changed from *Milestone 23* to *Milestone 24*

let's focus on [#45650](#) first

**#28 - 2019-03-04 14:17 - okurz**

- Related to action *#48572*: *[sle][functional][y]* test fails in welcome - wrong url sent to worker because of mistyping added

**#29 - 2019-03-12 21:38 - okurz**

- Target version changed from *Milestone 24* to *Milestone 26*

[#45650](#) resolved. I guess we can wait until M25 for [https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122804](https://bugzilla.opensuse.org/show_bug.cgi?id=1122804)

**#30 - 2019-05-22 10:38 - okurz**

- Assignee changed from *okurz* to *mgriessmeier*

Move to new QSF-u PO after I moved to the "tools"-team. I mainly checked the subject line so in individual instances you might not agree to take it over completely into QSF-u. Feel free to discuss with me or reassign to me or someone else in this case. Thanks.

**#31 - 2019-07-06 07:56 - okurz**

- Status changed from *Blocked* to *Workable*
- Priority changed from *Normal* to *High*

<https://github.com/os-autoinst/os-autoinst/pull/1174> might help as a workaround on the openQA side which makes it feasible to test this without waiting for the stale bug.

[mgriessmeier](#) I suggest for any engineer taking this to try to reproduce the problem locally and then apply <https://github.com/os-autoinst/os-autoinst/pull/1174> to see if this fixes our problems from openQA test side. One should monitor [https://openqa.opensuse.org/tests/latest?machine=64bit-2G&distri=opensuse&test=krypton-live-installation&flavor=Krypton-Live&version=5.12.80&arch=x86\\_64#next\\_previous](https://openqa.opensuse.org/tests/latest?machine=64bit-2G&distri=opensuse&test=krypton-live-installation&flavor=Krypton-Live&version=5.12.80&arch=x86_64#next_previous)

**#32 - 2019-07-08 12:52 - okurz**

- Related to coordination *#43889*: *[qe-core][epic][functional][virtio][wayland]* openQA makes spelling mistakes added

**#33 - 2019-07-08 12:53 - okurz**

- Related to action *#53795*: *[functional][u]* oomath: frequent mistyping of the formula added

**#34 - 2019-08-20 12:49 - mgriessmeier**

- Target version changed from *Milestone 26* to *Milestone 27*

**#35 - 2019-09-16 08:51 - mgriessmeier**

- Status changed from *Workable* to *Blocked*
- Target version changed from *Milestone 27* to *Milestone 28*

blocked by [#43889](#)

**#36 - 2019-10-10 12:25 - okurz**

- Related to action #57944: *shift key gets pressed on arm workers while typing added*

**#37 - 2019-10-10 12:51 - riafarov**

- Related to deleted (action #57944: *shift key gets pressed on arm workers while typing*)

**#38 - 2019-10-10 12:51 - riafarov**

- Has duplicate action #57944: *shift key gets pressed on arm workers while typing added*

**#39 - 2019-10-11 06:21 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: minimal+role\_minimal

<https://openqa.suse.de/tests/3462442>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#40 - 2019-10-11 06:24 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: minimal+role\_minimal

<https://openqa.suse.de/tests/3462442>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#41 - 2019-10-11 14:01 - JRivrain**

It seems to happen at every run currently on sle 15sp2/aarch64, even in cases where it seems to have worked, like [here](#) or [here](#)

**#42 - 2019-10-29 06:59 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: yast\_no\_self\_update

<https://openqa.suse.de/tests/3526342>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#43 - 2019-10-31 05:57 - okurz**

- Has duplicate action #58799: *test fails in user\_settings: Misstyping added*

**#44 - 2019-10-31 06:00 - okurz**

- Has duplicate action #58847: *False positive in user\_settings added*

**#45 - 2019-11-04 12:33 - SLindoMansilla**

Other mistyping issues in user\_settings. Race condition of events happening before previous characters are typed:

- [https://openqa.suse.de/tests/3549343#step/user\\_settings/2](https://openqa.suse.de/tests/3549343#step/user_settings/2)
- [https://openqa.suse.de/tests/3549170#step/user\\_settings/3](https://openqa.suse.de/tests/3549170#step/user_settings/3)
- [https://openqa.suse.de/tests/3546669#step/user\\_settings/3](https://openqa.suse.de/tests/3546669#step/user_settings/3)
- [https://openqa.suse.de/tests/3549551#step/user\\_settings/3](https://openqa.suse.de/tests/3549551#step/user_settings/3)
- [https://openqa.suse.de/tests/3549094#step/user\\_settings/3](https://openqa.suse.de/tests/3549094#step/user_settings/3)

**#46 - 2019-11-04 12:34 - SLindoMansilla**

- Status changed from Blocked to Workable

Blocker resolved: [#45650](#)

**#47 - 2019-11-13 20:07 - okurz**

With <https://github.com/os-autoinst/os-autoinst/pull/1260> typing in general is configured by default to be slower and also especially the modifier keys are handled now more human-like. This might fix it already. Please check test results for the status accordingly.

**#48 - 2019-11-28 07:02 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: RAID1

<https://openqa.suse.de/tests/3624277>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#49 - 2019-12-12 07:05 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: cryptlvm+activate\_existing

<https://openqa.suse.de/tests/3686994>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#50 - 2019-12-17 13:54 - SLindoMansilla**

- Status changed from Workable to New

- Assignee deleted (mgriessmeier)

Still happening: [https://openqa.suse.de/tests/3715227#step/user\\_settings/3](https://openqa.suse.de/tests/3715227#step/user_settings/3)

**#51 - 2019-12-18 09:31 - SLindoMansilla**

- Description updated

- Status changed from New to Workable

- Estimated time set to 42.00 h

**#52 - 2019-12-18 12:52 - zluo**

- Description updated

**#53 - 2019-12-18 12:52 - zluo**

- Related to action #60833: [qe-core][sle][functional] performance issue of aarch64 worker: Stall detected added

**#54 - 2020-01-02 07:03 - okurz**

This is an autogenerated message for openQA integration by the openqa\_review script:

This bug is still referenced in a failing openQA test: skip\_registration+workaround\_modules

<https://openqa.suse.de/tests/3731135>

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

**#55 - 2020-01-03 09:09 - mgriessmeier**

- Target version changed from Milestone 28 to Milestone 30

needs to be discussed offline

**#56 - 2020-01-09 15:27 - zluo**

- Status changed from Workable to In Progress

- Assignee set to zluo

take over and check current status.

**#57 - 2020-01-09 15:32 - zluo**

the issue mentioned in [#54](#) is performance related: see Stall detection text in first\_boot.

[https://openqa.suse.de/tests/3731135#step/user\\_settings/3](https://openqa.suse.de/tests/3731135#step/user_settings/3) shows softfail and uppercase 'Bernhard M Wiedemann' is used. and the workaround needle is not correct here.

I cannot see any issue here.

**#58 - 2020-01-10 07:58 - zluo**

I believe the real issue with typing issue is performance on aarch64 worker. We have Stall detection sometimes. for example:

[https://openqa.suse.de/tests/3766064#step/accept\\_license/3](https://openqa.suse.de/tests/3766064#step/accept_license/3)

**#59 - 2020-01-10 08:29 - zluo**

for TW we see clearly that we don't have this issue anymore, however the needle which used is not accurate:

[https://openqa.opensuse.org/tests/1138820#step/user\\_settings/2](https://openqa.opensuse.org/tests/1138820#step/user_settings/2)

**#60 - 2020-01-10 11:32 - okurz**

zluo wrote:

I believe the real issue with typing issue is performance on aarch64 worker

If it all this is a different issue than the originally described on which happened on i586, at least a sub-issue, which can not explain all failures. If you want to follow on with this hypothesis I suggest to do it in a different (sub-)ticket.

**#61 - 2020-01-10 12:43 - zluo**

[http://f40.suse.de/tests/5995#step/user\\_settings/2](http://f40.suse.de/tests/5995#step/user_settings/2) looks much better with VNC\_TYPING\_LIMIT=18 in this case, but I found match level of the needle is not set, so this needs to be changed anyway.

[http://f40.suse.de/tests/5998#step/user\\_settings/2](http://f40.suse.de/tests/5998#step/user_settings/2) shows now 100% match and with VNC\_TYPING\_LIMIT=18

**#62 - 2020-01-10 12:47 - zluo**

<https://progress.opensuse.org/issues/60833> needs to be handled as well to get for a good performance.

Together with VNC\_TYPING\_LIMIT and a new needle (with proper match level), I think it can prevent and resolve this issue.

**#63 - 2020-01-10 12:54 - okurz**

zluo wrote:

Together with VNC\_TYPING\_LIMIT [...] it can prevent and resolve this issue.

VNC\_TYPING\_LIMIT should not be considered a fix unless it is used for specific workers or machines. It can be used for investigation purposes but slowing down the complete test flow to fix a single test module is not a good idea. Where necessary slower typing can be instructed with the according test API calls or the helper functions we have in os-autoinst-distri-opensuse.

**#64 - 2020-01-10 13:09 - zluo**

I think we live without VNC\_TYPING\_LIMIT if we can make sure that poor performance will not cause typing issue.

**#65 - 2020-01-10 13:22 - zluo**

[https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge\\_requests/1301](https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge_requests/1301)

**#66 - 2020-01-10 16:48 - okurz**

zluo wrote:

I think we live without VNC\_TYPING\_LIMIT if we can make sure that poor performance will not cause typing issue.

Unless you can define "poor performance" better I doubt we can "fix it". Tests and os-autoinst should be designed to work regardless of a slow worker host though.

**#67 - 2020-01-13 08:51 - zluo**

[https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge\\_requests/1302](https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge_requests/1302) re-worked.

**#68 - 2020-01-13 08:54 - zluo**

We have all the time poor performance for aarch64 on osd:

[https://openqa.suse.de/tests/3776484#next\\_previous](https://openqa.suse.de/tests/3776484#next_previous)  
[https://openqa.suse.de/tests/3776484#next\\_previous](https://openqa.suse.de/tests/3776484#next_previous)

Just look at first\_boot and see a lot of Stall detection.

**#69 - 2020-01-13 08:55 - zluo**

So poor performance of aarch64 workers on osd is the root cause.

If we don't want to use VNC\_TYPING\_LIMIT, then we need to solve the issue at first or we have to leave with this kind of sporadic issue.

**#70 - 2020-01-22 09:50 - zluo**

[https://openqa.suse.de/tests/3803671#step/first\\_boot/7](https://openqa.suse.de/tests/3803671#step/first_boot/7) shows still issue with stall detection:

related ticket: [#25864](#)

**#71 - 2020-01-22 09:54 - zluo**

to check later:

[https://openqa.suse.de/tests/3817019#next\\_previous](https://openqa.suse.de/tests/3817019#next_previous)

**#72 - 2020-01-22 10:47 - zluo**

it looks really bad.

[https://openqa.suse.de/tests/3817022#step/accept\\_license/4](https://openqa.suse.de/tests/3817022#step/accept_license/4) show issue with stall detection.

**#73 - 2020-01-22 15:13 - okurz**

I guess when we can actually detect "stalls" then we should regard it as a different issue. We have [#25864](#) for OSD worker specific issues. I suggest to keep this ticket specific when we see the symptoms of wrong username typing in the user\_settings test module without seeing other symptoms, e.g. no stall detection message.

**#74 - 2020-01-23 09:56 - zluo**

- Status changed from In Progress to Workable

okay, then let's handle this differently.

Let's talk about following:

1. delete the workaround needle which matches even uppercase
2. create new needle tag for a softfail for mistyping and we need then information for the product issue.

**#75 - 2020-01-23 10:07 - okurz**

zluo wrote:

1. delete the workaround needle which matches even uppercase

if you found false-matches, yes.

1. create new needle tag for a softfail for mistyping and we need then information for the product issue.

I am not sure what you see this as necessary for. Keep in mind that for openSUSE we already track this issue since about 1 year and there are workaround needles in place which correctly detect the error condition and accept the mistyped username as acceptable. What IIRC the test code

does not do is to try to fix the mistyping, e.g. detecting mistyping, deleting wrong characters and retype until typing is correct before continuing. This is already implemented but depends on the needle tag 'boo#1122804' which maybe you still need to add for the corresponding SLE needles.

#### #76 - 2020-01-23 10:36 - zluo

[https://openqa.suse.de/tests/3694753#step/user\\_settings/2](https://openqa.suse.de/tests/3694753#step/user_settings/2) shows that workaround doesn't come up for matching. inst-userinfo-styped-sle15-2018022 matches however it has typing issue with lowercase. We should delete this needle anyway.

For TW we have also issue with workaround needle:

[https://openqa.opensuse.org/tests/1150786#step/user\\_settings/3](https://openqa.opensuse.org/tests/1150786#step/user_settings/3) typing correct with uppercase, but screen before this it shows lowercase for m. and it got matched as by workaround needle already, really weird. So what is the typing issue here? We have actually then uppercase for M and this got also matched correctly, but little bit later.

So in this case the workaround needle is not needed.

#### #77 - 2020-01-23 14:47 - okurz

zluo wrote:

[https://openqa.suse.de/tests/3694753#step/user\\_settings/2](https://openqa.suse.de/tests/3694753#step/user_settings/2) shows that workaround doesn't come up for matching. inst-userinfo-styped-sle15-2018022 matches however it has typing issue with lowercase. We should delete this needle anyway.

agreed. Replace it by a more strict version.

For TW we have also issue with workaround needle:

[https://openqa.opensuse.org/tests/1150786#step/user\\_settings/3](https://openqa.opensuse.org/tests/1150786#step/user_settings/3) typing correct with uppercase, but screen before this it shows lowercase for m. and it got matched as by workaround needle already, really weird. So what is the typing issue here? We have actually then uppercase for M and this got also matched correctly, but little bit later.

So in this case the workaround needle is not needed.

No, the workaround needle *is* needed but the test code correctly detects this and corrects the mistyping. We already have the correct code since af67fc8e7 to retry on typing mistakes. see [#46190#note-24](#)

#### #78 - 2020-01-24 09:35 - zluo

- Assignee deleted (zluo)

unassign myself for talk this ticket in team meeting.

#### #79 - 2020-01-30 15:34 - SLindoMansilla

- Assignee set to SLindoMansilla

As already agreed by the team, I am going to extend the workaround to only apply it when the expected typefaces are NOT present.

At the moment the workaround is only applied when a needle with tag boo#1122804 matches wrong typefaces. That would mean that a new workaround needle should be created for any different combination of shift+key and key.

#### #80 - 2020-01-30 15:34 - SLindoMansilla

- Status changed from Workable to In Progress

#### #81 - 2020-01-30 16:37 - SLindoMansilla

PR to improve workaround: <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/9469> (merged)

#### #82 - 2020-02-05 10:36 - sbehlert

Wouldn't be the fastest way to simplify the username?

This "mistyping" looks a lot like a tool issue, not like a product issue.

And if it's "just" the same issue again and a gain, using less letters is the easiest way to reduce the failures.

(Yes, this requires adaptations on some testcases/images, but this might be faster than everything else)

#### #83 - 2020-02-05 12:05 - okurz

sbehlert wrote:

Wouldn't be the fastest way to simplify the username?

This "mistyping" looks a lot like a tool issue, not like a product issue.

I am still convinced this is a product issue: [https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122804](https://bugzilla.opensuse.org/show_bug.cgi?id=1122804)

This ticket is *only* about a workaround for the real issue. Simplifying the username would definitely be a possible workaround as well but with no possibility to detect the original issue. Seeing how much effort has gone into this ticket and apparently none into a bug fix it might have been a better choice from the beginning. Would be cool if someone would have made the call in the bug to state: "Yes, this is clearly a product regression but we will not fix it due to low customer impact and too high implementation effort". Then probably someone would have arrived to the decision sooner to accept any "workaround" as the new "happy path".

**#84 - 2020-02-07 10:34 - SLindoMansilla**

sbehlert wrote:

Wouldn't be the fastest way to simplify the username?  
This "mistyping" looks a lot like a tool issue, not like a product issue.  
And if it's "just" the same issue again and a gain, using less letters is the easiest way to reduce the failures.  
(Yes, this requires adaptations on some testcases/images, but this might be faster than everything else)

If the bug ticket gets "resolved: won't fix", we can remove the soft-fail. Then our support team can tell customers that when they use a VM with 1GB RAM, they should pick short full names and don't press the shift key.

**#85 - 2020-02-20 14:53 - SLindoMansilla**

- Status changed from In Progress to Feedback

**#86 - 2020-02-24 09:22 - maritawerner**

Hello Sergio, thanks for your comment. I have raised your question to Stefan Behlert directly (again). If he confirms we can remove a lot of soft failures but I also agree with Oli Kurz, we could have saved a lot of time....

**#87 - 2020-02-24 10:40 - sbehlert**

maritawerner wrote:

Hello Sergio, thanks for your comment. I have raised your question to Stefan Behlert directly (again). If he confirms we can remove a lot of soft failures but I also agree with Oli Kurz, we could have saved a lot of time....

Hm, I fail to see what the question is? As mentioned, I don't think this is a product bug, and currently I see or hear no evidence to the contrary.

Reducing the namelength might reduce the times the issue happen, but of course if its an openQA issue it still should be fixed. (For a product issue, I see no real life occurrence yet, which also points to the "no product issue" part...)

**#88 - 2020-02-24 12:41 - okurz**

sbehlert wrote:

[...]  
Hm, I fail to see what the question is? As mentioned, I don't think this is a product bug.

It is a product bug. [https://bugzilla.opensuse.org/show\\_bug.cgi?id=1122804](https://bugzilla.opensuse.org/show_bug.cgi?id=1122804) is the report about it. The bug report is currently in status "CONFIRMED". As long as that is the case we should consider it as a product bug.

[...] and currently I see or hear no evidence to the contrary.

slindomansilla already manually reproduced the problem which appears when a VM is configured with just 1 GB. My suggestion:

- Adjust product requirements and recommend  $\geq 2$  GB for GUI interactive installer and keep existing requirements for textmode or non-interactive installer
- Adjust test plan accordingly, e.g. run openQA tests using interactive installer against 2GB variants, 1GB for others

side-note: [https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge\\_requests/1316](https://gitlab.suse.de/openqa/os-autoinst-needles-sles/merge_requests/1316) merged to prevent some false-positives and links to the progress ticket when instead we should directly link to the bug report.

**#89 - 2020-02-25 18:27 - SLindoMansilla**

- Status changed from Feedback to In Progress

The tries need to be increased for ARM: [https://openqa.suse.de/tests/3922439#step/user\\_settings/6](https://openqa.suse.de/tests/3922439#step/user_settings/6)

**#90 - 2020-02-26 18:18 - SLindoMansilla**

Also for x86\_64: [https://openqa.suse.de/tests/3929374#step/user\\_settings/6](https://openqa.suse.de/tests/3929374#step/user_settings/6)

But, aarch64 is the most affected.

**#91 - 2020-02-27 11:24 - maritawerner**

I have talked to Alex Herzig and he has talked to Stefan Behlert -> they do not agree on OLI's suggestion and now they try to get a QT expert who will fix the bug.

**#92 - 2020-02-27 14:42 - okurz**

maritawerner wrote:

I have talked to Alex Herzig and he has talked to Stefan Behlert -> they do not agree on OLI's suggestion and now they try to get a QT expert who will fix the bug.

Even better then :D I never ruled out the option to have the real bug fixed instead ;)

**#93 - 2020-03-10 09:14 - SLindoMansilla**

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

Increasing the retries: <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/9738> (merged)

Jobs on aarch64 still fail a lot.

Some jobs on x86\_64 also can fail after 2 retries

**#94 - 2020-03-10 09:28 - SLindoMansilla**

Waiting for verification on next build

**#95 - 2020-03-12 15:23 - SLindoMansilla**

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

aarch64 is still affected with 4 retries.

[https://openqa.suse.de/tests/overview?arch=&machine=&modules=user\\_settings&modules\\_result=softfailed&distri=sle&version=15-SP2&build=154.1&groupid=110#](https://openqa.suse.de/tests/overview?arch=&machine=&modules=user_settings&modules_result=softfailed&distri=sle&version=15-SP2&build=154.1&groupid=110#)

**#96 - 2020-03-13 11:07 - SLindoMansilla**

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

PR (improving workaround): <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/9780> (merged)

**#97 - 2020-03-18 13:03 - SLindoMansilla**

Isolate product bug to specific scenarios: <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/9808> (merged)

Setting ASSERT\_BSC1122804=1 added to default test suite.

**#98 - 2020-03-18 13:57 - SLindoMansilla**

Reduce max\_interval to minimum: <https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/9804>

**#99 - 2020-03-24 11:03 - SLindoMansilla**

- Status changed from *Feedback* to *Resolved*

No more failures on user\_settings

Verified on OSD: <https://openqa.suse.de/tests/overview?distri=sle&version=15-SP2&build=163.1&groupid=110>