Sometimes a QEMU CD-ROM pop-up is displayed on shutdown

openQA test in scenario opensuse-15.1-NET-aarch64-otherDE_lxqt@aarch64 fails in shutdown.

Acceptance criteria
- AC1-A Test modules passes.
- AC1-B Or Test module soft-failed with proper product bug.

Exit criteria
- EC Product bug ticket is created.

Reproducible
Fails since (at least) Build 387.1

Expected result
Last good: 355.3 (or more recent)

Further details
Always latest result in this scenario: latest

History
#1 - 29/01/2019 08:11 am - mgriessmeier
- Subject changed from Sometimes a QEMU CD-ROM pop-up is displayed on shutdown to [functional][u] Sometimes a QEMU CD-ROM pop-up is displayed on shutdown

#2 - 13/02/2019 06:55 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: otherDE_lxqt
https://openqa.opensuse.org/tests/841004

#3 - 19/02/2019 03:46 pm - okurz
- Target version set to Milestone 24

#4 - 06/03/2019 06:35 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: otherDE_lxqt
https://openqa.opensuse.org/tests/868525

#5 - 11/04/2019 05:30 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: otherDE_lxqt
https://openqa.opensuse.org/tests/903286

#6 - 17/05/2019 09:02 am - mgriessmeier
- Status changed from New to Rejected
- Assignee set to mgriessmeier

not happening for >4weeks

#7 - 21/05/2019 01:29 pm - ggardet_arm
- Status changed from Rejected to Closed

It is back: https://openqa.opensuse.org/tests/939154#step/shutdown/2

Should we create another ticket as it seems I cannot re-open it?

#8 - 22/05/2019 10:27 am - okurz
- Status changed from Closed to New
- Assignee deleted (mgriessmeier)
- Priority changed from Normal to High
- Target version changed from Milestone 24 to Milestone 25

It's weird that you should not be able to "reopen" it when you can set the status to "closed". So I just set it to "New" and "High" and then the team QSF-u should be able to take a first look into it soon.

#9 - 27/05/2019 09:21 am - SLindoMansilla
- Description updated
- Category changed from Bugs in existing tests to Spike/Research
- Status changed from New to Workable

It seems to be a product bug. Please, investigate the cause and file a bug ticket with useful logs.

#10 - 03/06/2019 02:37 pm - zluo
- Assignee set to zluo
take over

#11 - 04/06/2019 11:45 am - zluo

https://openqa.opensuse.org/tests/latest?distri=opensuse&machine=aarch64&flavor=NET&test=otherDE_lxqt&version=15.1&arch=aarch64#next_previous
shows that we don't have this problem for a month.

#12 - 04/06/2019 11:48 am - zluo

to check https://openqa.opensuse.org/tests/949044

#13 - 04/06/2019 11:48 am - ggardet_arm

zluo wrote:

https://openqa.opensuse.org/tests/latest?distri=opensuse&machine=aarch64&flavor=NET&test=otherDE_lxqt&version=15.1&arch=aarch64#next_previous
shows that we don't have this problem for a month.

Please check Tumbleweed, not Leap 15.1: https://openqa.opensuse.org/tests/947869#next_previous

#14 - 04/06/2019 12:10 pm - zluo

opened:
https://bugzilla.opensuse.org/show_bug.cgi?id=1137230

#15 - 04/06/2019 12:17 pm - zluo

to check https://openqa.opensuse.org/tests/949151 (TW)

#16 - 04/06/2019 12:37 pm - zluo

- Status changed from Workable to In Progress

#17 - 04/06/2019 01:04 pm - zluo

to check http://localhost/tests/4034

#18 - 05/06/2019 08:58 am - zluo

WIP: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/7617
run openqa-clone-custom-git-refspec:
Of course need to have the case test with issue (CD-ROW pop-up)

#19 - 05/06/2019 12:16 pm - zluo

https://openqa.opensuse.org/tests/950120#step/shutdown/4 shows needle match 92% desktop-runner-lxqt. updating it.

#20 - 05/06/2019 01:06 pm - zluo

https://openqa.opensuse.org/tests/950178#step/shutdown/8 shows another issue with match lxqt_logoutdialog which means that triggering shutdown takes to long time.

Compare with https://openqa.opensuse.org/tests/950158/file/autoinst-log.txt

...  
[2019-06-05T12:28:43.762 CEST] [debug] <<< testapi::assert_screen(mustmatch=[
  'lxqt_logoutdialog',
  'desktop-runner-border'
], no_wait=0, timeout=30)
[2019-06-05T12:28:43.782 CEST] [debug] no match: 59.9s, best candidate: lxqt_logoutdialog-20171024 (0.00)
[2019-06-05T12:28:44.895 CEST] [debug] >>> testapi::_handle_found_needle: found lxqt_logoutdialog-20171024, similarity 0.98 @ 269/339

it took about 1 sec for successful match. I think that explains again that performance has a quite big influence on test results.

#21 - 05/06/2019 01:07 pm - zluo

Assigned worker: openqa-aarch64:8
https://openqa.opensuse.org/tests/950187#downloads

It event doesn't start a single test...

#22 - 06/06/2019 08:13 am - zluo

compare https://openqa.opensuse.org/tests/950178#step/shutdown/4 with https://openqa.opensuse.org/tests/950226#step/shutdown/2:

shutdown is not entered in runner field.

```c
if (check_var("DESKTOP", "lxqt")) {
    # opens logout dialog
    x11_start_program('shutdown', target_match => 'lxqt_logoutdialog');
    send_key 'ret';
}
```

lxqt_logoutdialog is not appeared.

this looks like typing issue makes trouble.
trying:

```bash
if (check_var("DESKTOP", "lxqt")) {
    # opens logout dialog
    x11_start_program('shutdown', target_match => 'lxqt_logoutdialog');
    # we have typing issue because of poor performance, to record this if happens.
    if (!check_screen 'shutdown-typed', 10) {
        type_string 'shutdown';
        send_key "ret";
    } else {
        send_key "ret";
    }
}
```

to check [https://openqa.opensuse.org/tests/950915#live](https://openqa.opensuse.org/tests/950915#live)

to check [https://openqa.opensuse.org/tests/950982#step/shutdown/4](https://openqa.opensuse.org/tests/950982#step/shutdown/4) shows shutdown typed and Authorization failed dialog doesn't stop the shutdown progress in general, this is good for further step.

update PR
Need to check an clone: [https://openqa.opensuse.org/tests/951252#settings](https://openqa.opensuse.org/tests/951252#settings)

to check [https://openqa.opensuse.org/tests/951899#live](https://openqa.opensuse.org/tests/951899#live) without install_otherDE_patterns

- Status changed from In Progress to Blocked

[https://openqa.opensuse.org/tests/951982#next_previous](https://openqa.opensuse.org/tests/951982#next_previous) issues on O3, I cannot test my code changes, blocked now.

- Status changed from Blocked to In Progress
you should have no problem to progress now. What do you need so many jobs for? I am sure that a local run on x86_64 is way faster for you. Probably just boot+shutdown should be enough to save even more time.

#30 - 07/06/2019 01:08 pm - zluo

@okurz the issue happened on aarch64 only.
now to check
https://openqa.opensuse.org/tests/952550

#31 - 07/06/2019 01:53 pm - okurz

yes, I know. But to check if your test code still works you can test more easily locally :)

#32 - 11/06/2019 08:23 am - zluo

I think I need to include lxqt_reconfigure_openqa, otherwise it will just shutdown icewm, which is just working fine.

#33 - 11/06/2019 09:29 am - zluo

need to check:
https://openqa.opensuse.org/tests/955757#live for PR changes

#34 - 11/06/2019 03:44 pm - zluo

to check later:
https://openqa.opensuse.org/tests/955928#next_previous

#35 - 12/06/2019 08:33 am - zluo

https://openqa.opensuse.org/tests/956140#step/shutdown/6

soft failed for now. will update PR now.

#36 - 13/06/2019 12:25 pm - zluo

- Status changed from In Progress to Feedback

waiting for merge or feedback on my PR.

#37 - 14/06/2019 11:26 am - zluo

- Status changed from Feedback to In Progress

to o check:
https://openqa.opensuse.org/tests/961682

#38 - 21/06/2019 07:47 am - zluo

https://openqa.opensuse.org/tests/961812#step/shutdown/7

shows now expected failed result.

So I add also the pop-up authentication required for crack message as well because this is same reason for died test. but at moment we have problem on o3:

https://openqa.opensuse.org/tests/964638/file/autoinst-log.txt shows now

This is exactly the issue on seattle10 on Monday.

#39 - 21/06/2019 07:58 am - zluo

open the ticket:
https://progress.opensuse.org/issues/53414

#40 - 21/06/2019 08:15 am - zluo

try later: openqa-clone-custom-git-refspect
https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/7617
https://openqa.opensuse.org/tests/961206 TEST=poo#46703 _GROUP_ID="0" --skip-deps --skip-download

#41 - 01/07/2019 07:33 am - zluo

to check https://openqa.opensuse.org/tests/972013#live

#42 - 01/07/2019 08:06 am - zluo

https://openqa.opensuse.org/tests/972013#step/shutdown/7 shows expected message for the issue with CD-ROM pop-up-

#43 - 01/07/2019 08:44 am - zluo

https://openqa.opensuse.org/tests/972026 shows normal and successful test results.

#44 - 01/07/2019 08:46 am - zluo

- Status changed from In Progress to Feedback

waiting for merge of my PR.

#45 - 03/07/2019 09:27 am - mgriessmeier

- Target version changed from Milestone 25 to Milestone 26
normal successful test, verified:
https://openqa.opensuse.org/tests/978377#step/shutdown/6

- Status changed from Feedback to Resolved

https://openqa.opensuse.org/tests/972013#step/shutdown/6 already shows expected message, no need to wait for this test run extra.

Your PR did not fix this ticket. See: https://openqa.opensuse.org/tests/979522#step/shutdown/2

https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/8078 is a follow-up of the PR from zluo to not fail, but soft-fail instead.

Reopen as the initial problem is not fixed.
Current occurrence: https://openqa.opensuse.org/tests/1006199#step/shutdown/2

test fails even earlier now - but on a different issue - we should keep this open until we can verify that this issue is not happening anymore

https://openqa.opensuse.org/tests/1032751#step/shutdown/10 looks good for now