openQA Test in scenario opensuse-15.0-DVD-Updates-x86_64-gnome@64bit-2G fails in updates_packagekit_gpk

On Feb 7, the updates_packagekit_gpk started to fail on leap 15.0 tests.

It seems there is a GNOME screen and it is no longer getting detected correctly.

Actually, updates_packagekit_gpk already failed earlier in before, e.g., from 20 days ago:
https://openqa.opensuse.org/tests/838957#step/updates_packagekit_gpk/3
on 2019-01-26

And we can find even older failures in the same modules but that could be different steps.

Reproducible

Often but not always.

Expected result

Last good: 20190207-3 however a lot of tests failed in before in a prerequisite

Suggestions

- Change the assert_screen to increase the timeout to 60 seconds for the second loop, and add a soft failure already there
- [easy] Apply a solution similar to: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6825
- Only focus on failures in the initial steps of updates_packagekit_gpk
- Report product regression bug or fix test regression
- Bisect test changes as well as product changes with statistical investigation
- Optional: Increase stability of test module or scenario, e.g., by reordering test module schedule

Further details

Always latest result in this scenario: latest

Workaround

Retrigger failing jobs

Related issues:

Blocked by openQA Tests - action #48110: [functional][u][sporadic] test fail... Resolved 2019-01-04

History

#1 - 2019-02-11 03:57 - okurz

2021-05-16 1/5
Subject changed from openSUSE Leap 15.0 started failing updates_packagekit_gpk test to [functional][u] openSUSE Leap 15.0 started failing updates_packagekit_gpk test

Category set to Bugs in existing tests

Target version set to Milestone 22

msmeissn for easier ticket creation you can use the openQA built-in reporting feature, see https://wiki.microfocus.net/index.php?title=RD-OPS_QA/openQA_review#Workflow_for_SLES.2C_SLED_and_HA_as_an_example for an example with screenshot

#2 - 2019-02-13 09:48 - okurz

- Subject changed from [functional][u] openSUSE Leap 15.0 started failing updates_packagekit_gpk test to [functional][u][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test
- Description updated
- Status changed from New to Workable

#3 - 2019-02-13 11:27 - jorauch

For me this looks like a problem with gnome and not with the test module

#4 - 2019-02-13 13:01 - jorauch

- Priority changed from Urgent to High

After further looking I am pretty the problem is gnome taking too long to show up:

https://openqa.opensuse.org/tests/848696#step/updates_packagekit_gpk/3
https://openqa.opensuse.org/tests/849010#step/updates_packagekit_gpk/3

One time the screen is completely black, one time we have at least the bar on the top
I am not totally sure whether this is a test-performance or a product issue

#5 - 2019-02-13 22:19 - okurz

yes, I agree with you but I don't see how we removed the urgency, or have you?

#6 - 2019-02-13 22:20 - okurz

- Priority changed from High to Urgent

Setting back to "Urgent" as you haven't actually picked it up.

#7 - 2019-02-14 09:25 - szarate

- Assignee set to szarate

I'll give it a look through the day.

#8 - 2019-02-14 10:15 - szarate

Let's see how much it happens, 1x worker... hacked the patch test to die after (quicker results :D)
http://phobos.suse.de/tests/overview?version=15.0&build=20190214-2&distri=opensuse

#9 - 2019-02-14 14:48 - szarate

- Status changed from Workable to Feedback
- Priority changed from Urgent to Normal

It was consistently failing on Feb 7, but seems not after?.

I fail to see the urgency of this ticket at this point, as for what I could check, the tests simply pass on my worker (They weren't matching the needle for the first ones, the rest are chopping through the work without problems, but is not showing the symptoms described in the ticket itself, after a needle update, life finds it's way again...).

Anywho, changing priority as last builds on o3 have been passing without problems. Waiting for the rest of jobs in my instance to finish...


- Assignee changed from szarate to okurz
So, last job is passing: https://openqa.opensuse.org/tests/latest?version=15.0&arch=x86_64&test=gnome&machine=64bit-2G&distri=opensuse&flavor=DVD-Updates

The rest of jobs on my instance started to fail due to missing repos. In any case, looks like gnome is just slow to show up (Performance problems? also worker seems busy with 4+ seconds)... after looking at: https://openqa.opensuse.org/tests/854596/file/autoinst-log.txt

Suggestions would be:

- Change the assert_screen to increase the timeout to 60 seconds for the second loop, and add a soft failure already there
- Actually wait, since this wait still_screen call looks like a noop for me, sleeping for 5 seconds.

Regardless of any of the suggestions: Log where's the counter. Eases up bug investigation.

- Description updated
- Status changed from Feedback to Workable
- Assignee deleted (okurz)
- Priority changed from Normal to High
- Target version changed from Milestone 22 to Milestone 23

szarate wrote:

It was consistently failing on Feb 7, but seems not after?.

It still fails some times as we can see now, e.g. https://openqa.opensuse.org/tests/854596#step/updates_packagekit_gpk/3 from 13h ago so as in the subject: "sporadic" as in "not reproducibly all the time"

I fail to see the urgency of this ticket at this point

[...]
Anywho, changing priority as last builds on o3 have been passing without problems. Waiting for the rest of jobs in my instance to finish...

Thank you for looking into this. And I agree that you removed the urgency by confirming that the jobs do not fail in 100% of the cases and that we have a valid workaround (retrigger failed tests). I have noted that in the description now.

In any case, looks like gnome is just slow to show up (Performance problems? also worker seems busy with 4+ seconds)

And this is why I bumped the prio up a little bit again to "High" as it could be either a product regression or a recent test regression and bisecting is easier when both product and test code changes are more recent. I have put suggestions in the ticket description to bisect both test and/or product.

Suggestions would be:

- Change the assert_screen to increase the timeout to 60 seconds for the second loop, and add a soft failure already there
- Actually wait, since this wait still_screen call looks like a noop for me, sleeping for 5 seconds.

Regardless of any of the suggestions: Log where's the counter. Eases up bug investigation.

Yes, that can help however I see other possibilities as well which I have suggested in the updated description.

So as you asked, updated and back to "Workable" with urgency removed, hence "Urgent"->"High"

#12 - 2019-02-15 14:31 - szarate
- Description updated

#13 - 2019-02-15 14:55 - szarate

Added: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6807 as follow up to my comment on #note-10 wrt logging the counter

#14 - 2019-02-15 16:07 - okurz

- Actually wait, since this wait still_screen call looks like a noop for me, sleeping for 5 seconds.

It's not a "noop" as the actual sleep is at least 2s but not necessarily much more. On top, it describes in a clearer way the intention than a simple sleep.
okurz wrote:

- Actually wait, since this `wait_still_screen` call looks like a noop for me, sleeping for 5 seconds.

It's not a "noop" as the actual sleep is at least 2s but not necessarily much more. On top, it describes in a clearer way the intention than a simple sleep.

Agreed, sounds better than a sleep, so we can bump that to 5 :)

#16 - 2019-02-17 12:17 - okurz
- Status changed from Workable to Feedback
- Assignee set to szarate
- Priority changed from High to Normal
- Target version changed from Milestone 23 to Milestone 22

I don’t think `wait_still_screen(5)` is a stable approach either. Hence my suggestion "Increase stability of test module or scenario, e.g. by reordering test module schedule"

#17 - 2019-02-17 22:18 - okurz
- Target version changed from Milestone 22 to Milestone 23

#18 - 2019-02-20 11:18 - szarate
- Description updated
- Assignee changed from szarate to okurz

updated my pr to better mark calls to ensure unlocked desktop. That’s all for the time being for me.

Updated the description with suggestions, okurz set back to workable if agreed.

#19 - 2019-03-01 13:04 - okurz
- Blocked by 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

#20 - 2019-03-01 13:05 - okurz
- Status changed from Feedback to Blocked
- Target version changed from Milestone 23 to Milestone 25

Unfortunately I doubt any approach similar to https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/6825 would help here as we start from a graphical session and that is the problem. I blocked this ticket by #48110 now as I think that one has priority which could involve many more unstable test modules. Only then we should revisit here.

#21 - 2019-03-07 18:14 - pcervinka

Looking on recent Leap 42.3 results, updates_packagekit_gpk has sporadic failures too. Do you think it is the similar reason https://openqa.opensuse.org/tests/873333?

#22 - 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.

#23 - 2019-07-01 09:01 - mgriessmeier
- Target version changed from Milestone 25 to Milestone 26

#24 - 2019-08-21 10:53 - mgriessmeier
- Subject changed from [functional][u][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test to [functional][u][opensuse][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test
to be groomed - still happening

#25 - 2019-08-26 09:02 - SLindoMansilla
- Subject changed from [functional][u][opensuse][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test to [qam][opensuse][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test

The reported problem doesn't happen anymore. The new failure is related to the serial device: https://openqa.opensuse.org/tests/1014115#step/updates_packagekit_gpk/48

#26 - 2019-09-16 08:55 - mgriessmeier
- Target version changed from Milestone 27 to Milestone 28

#27 - 2020-01-03 09:06 - mgriessmeier
- Target version changed from Milestone 28 to Milestone 31

#28 - 2020-06-02 12:07 - tjyrinki_suse
- Subject changed from [qam][opensuse][sporadic] openSUSE Leap 15.0 started failing updates_packagekit_gpk test to [functional][u][opensuse][sporadic] openSUSE Leap 15.1 fails updates_packagekit_gpk test
- Start date deleted (2019-02-09)

Leap 15.0 is now EOL, but this still happens sporadically for 15.1 updates_packagekit_gpk and it looks the similar kind of problems like originally, not any different https://openqa.opensuse.org/tests/1283905

This used to be in QSF-u backlog for a long time and the milestones are still being updated accordingly, should it be still there as the problem remains as originally described?

#29 - 2020-07-27 14:45 - SLindoMansilla
- Status changed from New to Rejected
- Assignee set to SLindoMansilla
- Target version changed from Milestone 31 to Milestone 30

Not reproducible as described in this ticket.

The last occurrence of a failing updates_packagekit_gpk is caused by missing keys (notice missing pair single quote) and clicks (needle expects xterm to be closed): https://openqa.opensuse.org/tests/1014115#step/updates_packagekit_gpk/51