

openQA Project - action #55529

job incompletes when it can not reach the openqa webui host just for a single time aka. retry on 521 connect timeout in cache

2019-08-14 14:29 - okurz

Status:	Resolved	Start date:	2019-08-14
Priority:	Low	Due date:	
Assignee:	kraih	% Done:	0%
Category:	Feature requests	Estimated time:	0.00 hour
Target version:	Done		
Difficulty:			
Description			
Observation			
https://openqa.opensuse.org/tests/1007199/file/autoinst-log.txt shows			
<pre>[2019-08-14T16:26:13.0435 CEST] [debug] Download of opensuse-42.1-x86_64-Updates-20170213-1-gnome@64bit.qcow2 processed: [INFO] OpenQA::Worker::Cache: loading database from /var/lib/openqa/cache/cache.sqlite [DEBUG] CACHE: Health: Real size: 322103849472, Configured limit: 322122547200 [INFO] OpenQA::Worker::Cache: Initialized with localhost at /var/lib/openqa/cache, current size is 322103849472 [INFO] Downloading opensuse-42.1-x86_64-Updates-20170213-1-gnome@64bit.qcow2 from http://openqa1-opensuse/tests/1007199/asset/hdd/opensuse-42.1-x86_64-Updates-20170213-1-gnome@64bit.qcow2 [DEBUG] CACHE: Download of /var/lib/openqa/cache/openqa1-opensuse/opensuse-42.1-x86_64-Updates-20170213-1-gnome@64bit.qcow2 failed with: 521 - Connect timeout [DEBUG] CACHE: removed /var/lib/openqa/cache/openqa1-opensuse/opensuse-42.1-x86_64-Updates-20170213-1-gnome@64bit.qcow2</pre>			
maybe because the worker host just restarted in before?			
Suggestion			
There could be some retry on "521"			
Related issues:			
Related to openQA Project - action #60866: Periodic stale job detection keeps...		Resolved	2019-12-10
Related to openQA Project - coordination #61922: [epic] Incomplete jobs with ...		Resolved	2020-02-03
Related to openQA Infrastructure - action #61844: auto_review:"download faile...		Resolved	2020-01-07
Related to openQA Project - action #62459: Retry on download errors within GR...		Resolved	2020-01-21
Has duplicate openQA Project - action #60167: "Download .* failed with: 521 - ...		Rejected	2019-11-22

History

#1 - 2019-12-10 16:57 - okurz

- Related to action #60866: Periodic stale job detection keeps scheduler busy producing a massive number of incomplete jobs (was: Again many incomplete jobs with no logs at all) added

#2 - 2020-01-08 15:07 - mkittler

- Related to coordination #61922: [epic] Incomplete jobs with no logs at all added

#3 - 2020-01-09 21:52 - okurz

- Related to action #61844: auto_review:"download failed: 521 - Connect timeout" Network issues on openqaworker-arm-3 (and others) added

#4 - 2020-01-13 13:35 - kraih

Having worked on the cache service for the past two months, i think this is either a sporadic routing issue in the network, or the webui Apache is overloaded at the time. The 521 is not a real HTTP status code, it's just a placeholder the cache service shows when the TCP connection could not be established at all. The timeout for establishing the connection is 10 seconds.

#5 - 2020-01-13 13:43 - kraih

- Assignee set to kraih

But agreed on the retry logic, it should probably cover this case too. I can take a look, maybe it's not that hard.

#6 - 2020-01-13 13:43 - kraih

- Status changed from New to Workable

#7 - 2020-01-16 10:42 - kraih

This PR makes the cache service retry downloads for almost every error type. <https://github.com/os-autoinst/openQA/pull/2666>

#8 - 2020-01-16 13:37 - kraih

- Status changed from Workable to In Progress

#9 - 2020-01-17 10:45 - okurz

merged and deployed on o3. But we also retry on 404 now? <https://openqa.opensuse.org/tests/1146615> shows

```
[2020-01-17T11:12:23.0562 CET] [info] Download of GNOME_Next.x86_64-3.34.3-Build13.98.iso processed:
[info] [#194488] Cache size of "/var/lib/openqa/cache" is 300GiB, with limit 300GiB
[info] [#194488] Downloading "GNOME_Next.x86_64-3.34.3-Build13.98.iso" from "http://openqa1-opensuse/tests/1146615/asset/iso/GNOME_Next.x86_64-3.34.3-Build13.98.iso"
[info] [#194488] Download of "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" failed: 404 - Not Found
[info] [#194488] Download error 521, waiting 5 seconds for next try (4 remaining)
[info] [#194488] Downloading "GNOME_Next.x86_64-3.34.3-Build13.98.iso" from "http://openqa1-opensuse/tests/1146615/asset/iso/GNOME_Next.x86_64-3.34.3-Build13.98.iso"
[info] [#194488] Download of "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" failed: 404 - Not Found
[info] [#194488] Download error 521, waiting 5 seconds for next try (3 remaining)
[info] [#194488] Downloading "GNOME_Next.x86_64-3.34.3-Build13.98.iso" from "http://openqa1-opensuse/tests/1146615/asset/iso/GNOME_Next.x86_64-3.34.3-Build13.98.iso"
[info] [#194488] Download of "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" failed: 404 - Not Found
[info] [#194488] Download error 521, waiting 5 seconds for next try (2 remaining)
[info] [#194488] Downloading "GNOME_Next.x86_64-3.34.3-Build13.98.iso" from "http://openqa1-opensuse/tests/1146615/asset/iso/GNOME_Next.x86_64-3.34.3-Build13.98.iso"
[info] [#194488] Download of "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" failed: 404 - Not Found
[info] [#194488] Download error 521, waiting 5 seconds for next try (1 remaining)
[info] [#194488] Downloading "GNOME_Next.x86_64-3.34.3-Build13.98.iso" from "http://openqa1-opensuse/tests/1146615/asset/iso/GNOME_Next.x86_64-3.34.3-Build13.98.iso"
[info] [#194488] Download of "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" failed: 404 - Not Found
[info] [#194488] Purging "/var/lib/openqa/cache/openqa1-opensuse/GNOME_Next.x86_64-3.34.3-Build13.98.iso" because of too many download errors
```

two observations based on questions I have received from fvogt and guillaume_g on IRC:

- There should be no retry on 404
- The error 521 is confusing when on the low level we already know it's 404

#10 - 2020-01-20 13:14 - kraih

PR opened for 4xx handling. <https://github.com/os-autoinst/openQA/pull/2675>

#11 - 2020-01-21 10:58 - okurz

- Has duplicate action #60167: "Download .* failed with: 521 - Connect timeout" jobs incomplete trying to download from cache, potentially worker specific added

#12 - 2020-01-21 12:31 - okurz

- Related to action #62459: Retry on download errors within GRU download tasks added

#13 - 2020-01-21 12:47 - okurz

- Status changed from In Progress to Resolved

- Target version set to Done

no fallout on o3. I guess we can call this "Resolved" then.

<https://openqa.opensuse.org/tests/1150025> is the old state showing multiple retries for 404, <https://openqa.opensuse.org/tests/1150570> now shows the expected behaviour of just a single retry for 404. I did not find retries for 5xx cases now, still I think we are done. Reopen if you think differently.