

openQA Project - action #60416

"(undefined value as a symbol reference.*serial_screen|svirt serial: unable to read)" Better feedback for "The console .* is not responding (half-open socket?)", very big log files with repetition of log message

2019-11-28 16:09 - okurz

Status: Resolved	Start date: 2019-11-28
Priority: Urgent	Due date:
Assignee: cfconrad	% Done: 0%
Category: Concrete Bugs	Estimated time: 0.00 hour
Target version:	
Difficulty:	
Description	
Observation	
openQA test in scenario sle-15-SP2-Online-x86_64-prj2_host_upgrade_sles15sp1_to_developing_xen@64bit-ipmi incompletes in login_console with a text popup with content "Test died: unexpected response {} at /usr/lib/os-autoinst/testapi.pm line 359." which is already better than just incomplete but the important part of the log	
<pre>[2019-11-28T05:03:27.163 CET] [debug] /var/lib/openqa/cache/openqa.suse.de/tests/sle/tests/installation/reboot_after_installation.pm:45 called testapi:: send_key [2019-11-28T05:03:27.163 CET] [debug] <<< testapi::send_key(key='alt-o', wait_screen_change=0, do_wait=0) [2019-11-28T05:03:27.970 CET] [debug] svirt serial: unable to read: transport read (error code: -43) ... (near endless continuation of the same message causing a 40MB logfile) [2019-11-28T05:06:13.474 CET] [debug] svirt serial: unable to read: transport read (error code: -43) [2019-11-28T05:06:13.476 CET] [debug] Backend process died, backend errors are reported below in the following lines: The console 'installation' is not responding (half-open socket?). Make sure the console is reachable or disable stall detection on expected disconnects with '\$console->disable_vnc_stalls', for example in case of intended machine shutdown</pre>	
is not shown there. The problem is of the known and usual kind: The system is rebooted before the corresponding connected console is properly disconnected.	
Expected result	
<ul style="list-style-type: none">• At least the line about "The console 'installation' is not responding" should show in the details page• There should not be 40MB worth of repetition of "svirt serial: unable to read: transport read (error code: -43)"	
Suggestions	
Maybe we can apply something similar to https://github.com/os-autoinst/os-autoinst/pull/1262	
Further details	
Always latest result in this scenario: latest	
Related issues:	
Related to openQA Project - action #59267: test incompletes in installation_o...	Resolved 2019-11-10
Related to openQA Tests - action #60725: [kernel]Can't use an undefined value...	Resolved 2019-12-05

History

#1 - 2019-11-28 16:09 - okurz

- Related to action #59267: test incompletes in installation_overview - when trying to switch to root-ssh? added

#2 - 2019-11-28 16:10 - okurz

- Project changed from openQA Tests to openQA Project
- Subject changed from test fails in login_console to Better feedback for "The console .* is not responding (half-open socket?)"
- Category changed from Bugs in existing tests to Feature requests

#3 - 2019-11-29 08:41 - okurz

- Subject changed from Better feedback for "The console .* is not responding (half-open socket?)" to Better feedback for "The console .* is not responding (half-open socket?)", very big log files with repetition of "svirt serial: unable to read: transport read (error code: -43)"
- Category changed from Feature requests to Concrete Bugs
- Status changed from New to Workable
- Assignee set to cfconrad
- Priority changed from Normal to Urgent

[cfconrad](#) I have the suspicion that <https://github.com/os-autoinst/os-autoinst/pull/1166> caused this issue with the super-big logfiles as this seems to occur more often now. Can you please look into this as soon as possible? We can also revert your change again for now if you prefer.

Btw, I found this issue while monitoring incompletes. The output of daily monitoring and alerting jobs can be seen in e.g. <https://gitlab.suse.de/openqa/auto-review/-/jobs/144344>

#4 - 2019-11-29 08:52 - cfconrad

ok, I'm on it.

#5 - 2019-11-29 09:54 - cfconrad

I don't understand our `check_ssh_serial()` error handling.

When I read this https://www.libssh2.org/libssh2_channel_read_ex.html which is called in <https://github.com/rkitover/net-ssh2/blob/master/SSH2.xs#L1854>, which looks like the read implementation of NET::SSH2, we need special handling for LIBSSH2_ERROR_EAGAIN but every other error on `read()` is like a connection lost.

I'm not sure, why we do not handle connection lost here properly?

#6 - 2019-11-29 12:42 - cfconrad

Agreed with okurz to use Worker grenache-1:10 for debugging.

```
systemctl mask openqa-worker@10
systemctl stop openqa-worker@10
```

Next time I would try with `--now --runtime`

This job was "canceled" when stopping the worker <https://openqa.suse.de/tests/3641819>.

#7 - 2019-11-29 13:46 - cfconrad

As one run is quite time consuming I got a second ipmi host (tails)

```
ssh grenache-1 -- systemctl mask --now --runtime openqa-worker@9
```

#8 - 2019-11-29 16:47 - mkittler

[cfconrad](#) I'm the last who touched the error handling within that function to prevent the svirt backend's high CPU usage. Before my changes there was not error handling at all so I thought it would be a good idea to log the errors at least. Apparently that's not sufficient and even made things worse considering the huge log files we get now. It would likely be the best to remove the file descriptor from the select to give up on reading from that connection. We could also try to reconnect if that makes sense.

#9 - 2019-11-30 05:44 - cfconrad

[mkittler](#) yes, I think this will be a good idea.

I'm able to reproduce this behavior in my environment. Currently it was just 1 of 3 runs, while one run cost +2h :/

#10 - 2019-12-02 11:31 - cfconrad

- Status changed from Workable to In Progress

<https://github.com/os-autoinst/os-autoinst/pull/1298>

#11 - 2019-12-03 10:12 - cfconrad

Enabled tails, as there are waiting jobs for him:

```
ssh grenache-1 -- sudo systemctl unmask --runtime openqa-worker@9
```

Keep grenache-1:10 for some more debugging.

#12 - 2019-12-04 08:14 - waynechen55

cfconrad wrote:

Enabled tails, as there are waiting jobs for him:

```
ssh grenache-1 -- sudo systemctl unmask --runtime openqa-worker@9
```

Keep grenache-1:10 for some more debugging.

Anything special to grenache-1:10 ? Could you help share more info about this grenache-1:10 ?

#13 - 2019-12-04 15:17 - cfconrad

No there is nothing special with grenache-1:10, but when I block this worker, I'm able to use the (ipmi config)[[<https://gitlab.suse.de/openqa/salt-pillars-openqa/blob/master/openqa/workerconf.sls#L585>]] in my worker. And then I'm actually able to tests this.

#14 - 2019-12-05 09:25 - okurz

<https://github.com/os-autoinst/os-autoinst/pull/1298> is deployed to both o3 and osd now and it seems we do not have this problem showing up in logs anymore. Unless you plan further work here please resolve.

#15 - 2019-12-05 09:36 - okurz

however we seem to have a follow-up problem which I assume to be related to your work as you are the only one working on consoles recently: There are some incompletes , e.g. <https://openqa.suse.de/tests/3665709/file/autoinst-log.txt> showing:

```
[2019-12-05T10:21:37.567 CET] [debug] /var/lib/openqa/cache/openqa.suse.de/tests/sle/tests/kernel/boot_ltp.pm:
45 called opensusebasetest::select_serial_terminal
[2019-12-05T10:21:37.567 CET] [debug] <<< testapi::type_string(text='
')
[2019-12-05T10:21:37.568 CET] [debug] <<< consoles::serial_screen::type_string(cmd='backend_type_string', json
_cmd_token='twSkAPBc', text='
')
[2019-12-05T10:21:37.568 CET] [debug] Backend process died, backend errors are reported below in the following
lines:
Can't use an undefined value as a symbol reference at /usr/lib/os-autoinst/consoles/serial_screen.pm line 106.
```

as the ticket is still "Urgent" this also applies here :)

#16 - 2019-12-05 09:39 - okurz

- Subject changed from Better feedback for "The console .* is not responding (half-open socket?)", very big log files with repetition of "svirt serial: unable to read: transport read (error code: -43)" to "(undefined value as a symbol reference.*serial_screen|svirt serial: unable to read)" Better feedback for "The console .* is not responding (half-open socket?)", very big log files with repetition of log message

#17 - 2019-12-05 12:42 - cfconrad

I also have created a ticket to it. As this is actually a regression of <https://progress.opensuse.org/issues/55883> PR: <https://github.com/os-autoinst/os-autoinst/pull/1274>

#18 - 2019-12-05 12:43 - cfconrad

The issue is fixed by this: <https://github.com/os-autoinst/os-autoinst/pull/1313>

#19 - 2019-12-05 12:44 - cfconrad

- Related to action #60725: [kernel]Can't use an undefined value as a symbol reference at /usr/lib/os-autoinst/consoles/serial_screen.pm line 106. added

#20 - 2019-12-05 15:38 - cfconrad

- Status changed from In Progress to Resolved

I would set this error now to resolved.

The error from <https://progress.opensuse.org/issues/60416#note-15> is not related to this. And I will track it in <https://progress.opensuse.org/issues/60725>

Enable worker grenache-1:10

```
ssh grenache-1 -- sudo systemctl unmask openqa-worker@10
ssh grenache-1 -- sudo systemctl start openqa-worker@10
```