

openQA Tests - action #64466

[functional][y][hyper-v][timeboxed:16h] test fails in shutdown

2020-03-12 13:14 - syrianidou_sofia

Status:	Resolved	Start date:	2020-03-12
Priority:	High	Due date:	2020-05-19
Assignee:	syrianidou_sofia	% Done:	0%
Category:	Bugs in existing tests	Estimated time:	0.00 hour
Target version:	Milestone 35+		
Difficulty:			

Description

Sporadic failure in shutdown module. Two types of failures observed:

- Display at password prompt is distorted and cause needle match failure (<https://openqa.suse.de/tests/3969518#step/shutdown/10>)
- After password is entered, system doesn't show desktop. (<https://openqa.suse.de/tests/3982260#step/shutdown/15>). According to autoinst-log, provided password was incorrect and then system "Stopped target Current graphical user session."

As per Yanis, it fails constantly on uefi. Seems that it's issues with openQA setup, as Yanis managed to shutdown the system and it worked just fine. So we need to identify the actions needed to fix it.

```
[ 675.237199] gnome-keyring-daemon[2603]: couldn't initialize slot with master password: The password or PIN is incorrect
```

```
[ 675.297939] gdm-password[4597]: gkr-pam: unlocked login keyring
```

```
[2020-03-12T12:29:22.895 CET] [debug] tests/shutdown/shutdown.pm:28 called power_action_utils::power_action -> lib/power_action_utils.pm:255 called testapi::select_console -> lib/susedistribution.pm:883 called x11utils::ensure_unlocked_desktop -> lib/x11utils.pm:126 called testapi::wait_still_screen
```

```
[2020-03-12T12:29:22.895 CET] [debug] <<< testapi::wait_still_screen(similarity_level=47, timeout=30, stilltime=1)
```

```
[ 675.471356] systemd[4428]: Stopped target Current graphical user session.
```

```
[ 675.803774] systemd[4428]: Stopped target GNOME X11 Session (session: gnome-login).
```

```
[ 675.914330] gdm-Xorg-:1[4408]: (II) event3 - Microsoft Vmibus HID-compliant Mouse: device removed
```

```
[ 675.994240] gdm-Xorg-:1[4408]: (II) event4 - Power Button: device removed
```

```
[ 676.108023] gdm-Xorg-:1[4408]: (II) event2 - AT Translated Set 2 keyboard: device removed
```

```
[ 676.167890] gdm-Xorg-:1[4408]: (II) event0 - AT Translated Set 2 keyboard: device removed
```

```
[ 676.223982] gdm-Xorg-:1[4408]: (II) event1 - TPPS/2 IBM TrackPoint: device removed
```

```
[ 676.276254] gdm-Xorg-:1[4408]: (II) UnloadModule: "libinput"
```

```
[ 676.316927] gdm-Xorg-:1[4408]: (II) UnloadModule: "libinput"
```

```
[ 676.358856] gdm-Xorg-:1[4408]: (II) UnloadModule: "libinput"
```

```
[ 676.418850] gdm-Xorg-:1[4408]: (II) UnloadModule: "libinput"
```

```
[ 676.487558] gdm-Xorg-:1[4408]: (II) UnloadModule: "libinput"
```

```
[ 676.546600] gdm-Xorg-:1[4408]: (II) Server terminated successfully (0). Closing log file.
```

```
[ 676.648098] gnome-session[4457]: gnome-session-binary[4457]: WARNING: Lost name on bus: org.gnome.SessionManager
```

```
[ 676.732171] gdm-launch-environment[4424]: pam_unix(gdm-launch-environment:session): session closed for user gdm
```

```
[ 676.834667] systemd[4428]: Stopped target GNOME Session.
```

```
[ 676.908222] gnome-session[4457]: Unable to init server: Could not connect: Connection refused
```

Observation

openQA test in scenario sle-15-SP2-Full-x86_64-skip_registration@svirt-hyperv fails in [shutdown](#)

Reproducible

Fails since (at least) Build [101.1](#)

Expected result

Last good: [154.1](#)

History

#1 - 2020-03-18 07:48 - riafarov

- Due date set to 2020-04-07
- Priority changed from Normal to High

#2 - 2020-03-18 08:00 - riafarov

- Target version set to Milestone 32

#3 - 2020-03-18 09:32 - riafarov

- Due date deleted (2020-04-07)

We cannot act on this right now, as we lack expertise in hyper-v setup.

#4 - 2020-04-21 14:42 - riafarov

- Target version changed from Milestone 32 to Milestone 35+

#5 - 2020-04-29 08:07 - riafarov

- Subject changed from [functional][y] test fails in shutdown to [functional][y][hyper-v] test fails in shutdown
- Due date set to 2020-05-19

#6 - 2020-04-29 08:52 - riafarov

- Subject changed from [functional][y][hyper-v] test fails in shutdown to [functional][y][hyper-v][timeboxed:16h] test fails in shutdown
- Description updated
- Status changed from New to Workable

#7 - 2020-04-30 13:36 - syrianidou_sofia

- Status changed from Workable to In Progress
- Assignee set to syrianidou_sofia

#8 - 2020-05-07 13:06 - syrianidou_sofia

- Status changed from In Progress to Feedback

The issue can be reproduced manually. After switching from tty2 or tty6 to tty7 and trying to login, there are problems with the graphics. A black screen is presented and can only be dissolved by screen items movement. In the test, it is expected that after login, the gnome desktop will appear and the screen will be asserted, but since no items are moved, that doesn't happen and there is "Stall detected" failure. The problem was revealed when the DESKTOP parameter was correctly set to "gnome" (previously it was "textmode") so, after module suseconnect_scc leaves system to text mode, module shutdown starts but calls power_action->select_console "x11" and that causes the switch from text mode to graphical. I have opened [bug#1171290](#)

#9 - 2020-05-11 08:36 - okurz

I would be very careful with the current test results. I see a problem already in <https://openqa.suse.de/tests/4203853#step/shutdown/1> when the test detects "screenlock" but the screenshot shows a tty console. And as after login into gnome in <https://openqa.suse.de/tests/4203853#step/shutdown/7> the display manager asking for login appears again. This looks like gdm is crashing. That should be investigated. The post_fail_hook unfortunately did not manage to provide a tty console. And then also <https://openqa.suse.de/tests/4203853#step/shutdown/16> is a false-match.

#10 - 2020-05-11 12:27 - riafarov

okurz wrote:

I would be very careful with the current test results. I see a problem already in <https://openqa.suse.de/tests/4203853#step/shutdown/1> when the test detects "screenlock" but the screenshot shows a tty console. And as after login into gnome in <https://openqa.suse.de/tests/4203853#step/shutdown/7> the display manager asking for login appears again. This looks like gdm is crashing. That should be investigated. The post_fail_hook unfortunately did not manage to provide a tty console . And then also <https://openqa.suse.de/tests/4203853#step/shutdown/16> is a false-match.

Hmm, feels like you didn't see last comment from Sofia. We have filed a bug after deeper investigation. Hyper-v causes many issues recently due to multiple reasons. Do you have some applicable suggestions?

#11 - 2020-05-12 08:44 - syrianidou_sofia

- Status changed from Feedback to Resolved

#12 - 2020-05-17 06:45 - okurz

- Status changed from Resolved to Feedback

Well, I *answered* to the comment from Sofia so I have seen it :) https://bugzilla.suse.com/show_bug.cgi?id=1171290 can be valid but still I saw two issues which are similar to other issues that have led to invalid bug reports in the past. Actionable suggestions:

- Delete needle "screenlock-20181010" and replace by more strict version to prevent false-match on logged in tty console in <https://openqa.suse.de/tests/4203853#step/shutdown/1>
- Delete needle "any-console-20180914" and replace by more strict version to prevent false-match in <https://openqa.suse.de/tests/4203853#step/shutdown/16>

#13 - 2020-05-18 14:08 - syrianidou_sofia

Thanks for the hint Oliver. I manually created a VM on hyper-V, installed SLES with Gnome and I could still reproduce the issue, so I don't think this has to do with openQA.

#14 - 2020-05-18 20:00 - okurz

That's good and convincing. But I merely stated other problems the mentioned openQA jobs have, not questioning validity of the bug report. However, manual reproduction is often a good approach to show in bug reports it is not "just an test issue" as some might believe

#15 - 2020-05-19 08:34 - riafarov

- Status changed from Feedback to Resolved

@Oliver, let's not mix all the issues in one ticket, and this one is timeboxed. We have figured out one issue and we will proceed in case we see that issue is different from what is in the bug, as well as get feedback in the bug too.