openQA Tests - action #64568

[qe-core][functional][needs-refining] test fails in vnc_two_passwords - Test fails due to (apparent) timeout

2020-03-18 10:49 - szarate

<table>
<thead>
<tr>
<th>Status:</th>
<th>In Progress</th>
<th>Start date:</th>
<th>Due date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>High</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignee:</td>
<td>dvenkatachala</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category:</td>
<td>Bugs in existing tests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target version:</td>
<td>QE-Core: Ready</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Difficulty:</td>
<td></td>
<td>% Done: 0%</td>
<td>Estimated time: 42.00 hours</td>
</tr>
</tbody>
</table>

**Description**

**Observation**

It seems that wait_serial didn't find any match on time and the test failed maybe bumping the timeout by 10 more seconds?

openQA test in scenario sle-15-SP2-Online-ppc64le-extra_tests_gnome_sdk@ppc64le fails in vnc_two_passwords

**Suggestions**

- This needs investigation. Probably a race condition (sub generate_vnc_events?)

**Reproducible**

Fails since (at least) Build 150.1

**Expected result**

Last good: 146.1 (or more recent)

**Further details**

Always latest result in this scenario: latest

**History**

#1 - 2020-03-30 09:48 - SLindoMansilla
- Description updated
- Status changed from New to Workable
- Target version set to Milestone 30
- Estimated time set to 42.00 h

#2 - 2020-04-02 09:21 - zluo
- Status changed from Workable to In Progress
- Assignee set to zluo
- checking

#3 - 2020-04-02 12:16 - zluo
https://openqa.suse.de/tests/4077630#step/vnc_two_passwords/18 shows that it looks different after

# Close xev
send_key 'ctrl-c';

It still fails at command `wc -l /tmp/xev_log | grep "^0"`
This is a sporadic issue atm, 1 failure of 51 test runs.

#4 - 2020-04-02 14:51 - zluo
Add wait_still_screen after ctrl-c, to give a little more time for next command at prompt, because I think if typing command can might hit issue when xev is not close yet.

```perl
# Close xev
send_key 'ctrl-c';
wait_still_screen;
# Check if xev recorded events or not - RO/RW mode
if ($opt->{change}) {
    assert_script_run 'ls /tmp/xev_log';
} else {
    my $timeout = 30;
    $timeout = 60 if is_ppc64le;
    assert_script_run 'wc -l /tmp/xev_log | grep "^0 *" ', $timeout;
}
save_screenshot;
assert_script_run 'rm /tmp/xev_log';

test:

https://openqa.suse.de/tests/4079375#step/vnc_two_passwords/16
```

#5 - 2020-04-02 14:59 - zluo
https://openqa.suse.de/tests/4079389#step/vnc_two_passwords/16 shows performance issue, so this could be also an issue in general.

#6 - 2020-04-03 09:37 - zluo

```
"QEMU": "ppc64",
"QEMUCPU": "host",
"QEMUCPUS": "1",
"QEMUMACHINE": "usb=off",
"QEMUPORT": 20022,
"QEMUHAME": "1536",
"QEMUTHREADS": "1",
"QEMUVMGA": "std",
"QEMU_COMPRESS_QCOW2": 1,
```

the above settings are used for production. more tests failed clearly if I compare tests with timeout 60 sec.

#7 - 2020-04-06 10:09 - zluo

https://openqa.suse.de/tests/4091217#step/vnc_two_passwords/25 shows that xev log is not yet empty:

```perl
as assert_script_run 'wc -l /tmp/xev_log | grep "^0 *" ' is called.
```

This might be related to the issue that xev is hanging or not closed in time.

#8 - 2020-04-06 13:46 - zluo
Repeat send_key ctrl-c and wait for closing xev in vnc_two_passwords.pm

this helps now.


#9 - 2020-04-09 07:55 - S ludomansilla
PR to improve synchronization point: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/10004
If ppc64le still fails, it could be:

**Scenario A**

ppc64le needs more time to close **xev**. for that, the timeout of the wait_serial can be increased. (please avoid any kind of "sleep-like" instruction unless other options are tried)

**Scenario B**
Even after process started directly by xev command is stopped, it could be that a thread/sub-process is still hung, in that case, `ps -C cmd` should be used to look for the guilty process and only continue after that process has exited. (please avoid any kind of “sleep-like” instruction unless other options are tried)

#10 - 2020-04-09 08:31 - zluo

to check later:

https://openqa.opensuse.org/t1228812

#11 - 2020-04-14 08:00 - zluo

- Status changed from In Progress to Resolved

checked the results and it is resolved, thanks @SLindoMansilla

#12 - 2020-04-14 09:14 - SLindoMansilla

- Status changed from Resolved to Workable
- Assignee changed from zluo to SLindoMansilla

Still happening: https://openqa.suse.de/tests/4110988#step/vnc_two_passwords/23

#13 - 2020-04-15 13:29 - SLindoMansilla

I am not able to reproduce the new fail locally, we need more logs to investigate the source of the problem:
https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/10040

#14 - 2020-05-08 15:43 - SLindoMansilla

- Status changed from Workable to In Progress

Die if vncviewer or xev didn't finished after stopping them: https://github.com/os-autoinst/os-autoinst-distri-opensuse/pull/10218

#15 - 2020-05-23 06:06 - okurz

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/4261368

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

#16 - 2020-06-06 06:11 - okurz

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/4311963

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

#17 - 2020-06-21 06:05 - okurz

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/4341427

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed
This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/4341427

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/4341427

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

#20 - 2020-08-03 15:12 - SLindoMansilla
- Status changed from In Progress to Workable

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/5307279

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/5553225

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/5553225

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/5553225

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/5553225

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome@ppc64le-2g
https://openqa.suse.de/tests/5553225

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed
No time to work on this :(.

#26 - 2021-04-02 06:04 - okurz
This is an autogenerated message for openQA integration by the openqa_review script:

This bug is still referenced in a failing openQA test: extra_tests_gnome
https://openqa.suse.de/tests/5752648

To prevent further reminder comments one of the following options should be followed:

1. The test scenario is fixed by applying the bug fix to the tested product or the test is adjusted
2. The openQA job group is moved to "Released"
3. The label in the openQA scenario is removed

#27 - 2021-04-21 16:25 - szarate
I think moving the mouse back to the xev window, clicking and then sending the alt+c could work, or simply:
`send_key_until_needlematch("xev-finished", "alt-c", 5, 5)` or something similar. Another idea is to kill xev from serial terminal

#28 - 2021-04-22 07:54 - tjyrinki_suse
- Status changed from New to Workable
- Priority changed from Normal to High
- Start date deleted (2020-03-18)

Sounds like good ideas to try.

This problem still happens on recent Functional runs.

#29 - 2021-04-29 13:30 - tjyrinki_suse
- Target version changed from Milestone 30 to QE-Core: Ready

#30 - 2021-04-30 09:04 - tjyrinki_suse
- Subject changed from [qe-core][functional] test fails in vnc_two_passwords - Test fails due to (apparent) timeout to
[qe-core][functional][needs-refining] test fails in vnc_two_passwords - Test fails due to (apparent) timeout
- Description updated

#31 - 2021-05-06 08:10 - tjyrinki_suse
- Status changed from Workable to In Progress
- Assignee set to dvenkatachala