

openQA Infrastructure - action #64737

openqaworker-arm-3 is down since 2020-03-16, also IPMI unresponsive

2020-03-24 10:05 - okurz

Status: Resolved	Start date: 2020-03-24
Priority: High	Due date:
Assignee: okurz	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	
Description	
Observation	
https://stats.openqa-monitor.qa.suse.de/d/1bNU0StZz/automatic-actions?orgId=1&from=now-7d&to=now shows that openqaworker-arm-3 is unresponsive since 2020-03-16 , also no response over IPMI	
Related issues:	
Blocks openQA Infrastructure - action #61844: auto_review:"download failed: 5...	Resolved 2020-01-07

History

#1 - 2020-03-24 10:08 - okurz

- Status changed from In Progress to Blocked

Created <https://infra.nue.suse.com/SelfService/Display.html?id=166330> with text

openqaworker-arm-3 is unresponsive since 2020-03-16 , also no response over IPMI, similar as in <https://infra.nue.suse.com/SelfService/Display.html?id=164419> and <https://infra.nue.suse.com/SelfService/Display.html?id=153124> previously. Please recover, e.g. reset IPMI and machine but please **also** look into why the management interfaces breaks down repeatedly.

Reference: <https://progress.opensuse.org/issues/64737>

#2 - 2020-03-24 19:11 - okurz

removed salt key for openqaworker-arm-3 for now to prevent failures when applying salt states.

#3 - 2020-03-27 09:58 - okurz

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

#4 - 2020-03-27 10:59 - okurz

asked aneisner in chat if there is anything I could do for help.

#5 - 2020-04-09 10:54 - okurz

Unfortunately no response from aneisner. Escalated the issue with SUSE-IT repeatedly, no action so far. I asked runger for help in escalation.

#6 - 2020-04-14 14:57 - okurz

- Status changed from Blocked to In Progress

jdns helped to recover the machine by rebooting. He wrote

```
The machine
* did not react on ipmi
* did not show any output on the vga port
* did not react on key presses on a USB keyboard
```

I asked if he can help to find out why the management interface repeatedly disappears.

I accepted the salt key with salt-key -A on osd and I am upgrading with zypper dup and applying the high state with salt -l error --no-color -C ****arm-3**** state.apply.

#7 - 2020-04-14 17:53 - okurz

- Status changed from In Progress to Resolved

jdsn recommends to look into logs of the management interface and sees himself not able to debug vendor problems which is understandable :)

I have enabled sending emails on alerts on <https://openqaworker-arm-3-ipmi.suse.de/index.html> same as on arm-1 and arm-2.

Worker is upgraded, jobs are taken and executed, e.g. <https://stackoverflow.com/a/10236104> is fine, jobs are running.