openQA Infrastructure - action #68410

repeated alerts about "no data" that are not actionable and recover themselves often enough

2020-06-24 19:56 - okurz

Status:	Resolved		**Start date:**	2020-06-24
Priority:	Normal		**Due date:**	
Assignee:	okurz		**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:	Ready			

Description

Observation

I receive repeatedly from time to time email alerts about "[No Data] Queue: State (SUSE) alert", similar "[No Data] HTTP Response alert". I doubt anyone is acting on these but the systems automatically recover.

Problem

We should only have actionable and serious alerts to prevent alarm fatigue. The alerts should be prevented.

History

#1 - 2020-06-24 20:01 - okurz

- *Status changed from In Progress to Feedback*

https://gitlab.suse.de/openqa/salt-states-openqa/-/merge_requests/328

#2 - 2020-06-25 17:43 - okurz

- *Status changed from Feedback to Resolved*

merged, maybe alarms go away. I hope with this we have not lost an alert about "the host has completely vanished" with this ;)

#3 - 2021-03-16 11:15 - cdywan

- *Status changed from Resolved to Feedback*

```
[Alerting] Queue: State (SUSE) alert
```

```
Error message
```

```
tsdb.HandleRequest() error Get "http://localhost:8086/query?db=telegraf&epoch=s&q=SELECT+mean%28%22scheduled%2
2%29+FROM+%22openqa_jobs%22+WHERE+%22url%22+%3D+%27https%3A%2F%2Fopenqa.suse.de%27+AND+time+%3E+now%28%29+-+1m
+GROUP+BY+time%2840s%29+fill%28null%29": dial tcp [::1]:8086: connect: connection refused
Metric name
```

```
Value
```

The alert went back to **OK** within the next minute.

I'm tentatively re-opening the ticket - feel free to create a new one if you think it's a new issue.

#4 - 2021-03-16 12:46 - okurz

- *Status changed from Feedback to Resolved*

- *Target version set to Ready*

The original issue was about "No data" whenever hosts are offline. We fixed that by ignoring "no data" and having a specific "host up" alert that is controlled by pinging the corresponding machine from another instance, e.g. openqa.suse.de pings each worker. What you reference looks like something quite different as it's an actual "Alert" but communication is refused. Please create a specific new issue about that.