

openQA Infrastructure - action #69727

reduce heat in NUE-SRV2

2020-08-07 14:57 - okurz

Status:	Resolved	Start date:	2020-08-07
Priority:	High	Due date:	2020-09-04
Assignee:	okurz	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Ready		
Description			
AC is running with reduced performance. We should shut down machines that we do not urgently need. Walking over racktables entries from QA I can find that for example openqaworker-arm-1, -2, -3 are in SRV2.			
Related issues:			
Related to openQA Infrastructure - action #70966: ipmi management interface o...		Resolved	2020-07-16
Copied to openQA Infrastructure - action #70969: openqaworker-arm-2 stuck in ...		Resolved	

History

#2 - 2020-08-07 15:03 - okurz

- Priority changed from Normal to Urgent

I paused alerts for openqaworker-arm-2 and openqaworker-arm-3 and triggered a poweroff with `sudo salt -l error --state-output=changes 'openqaworker-arm-[23]*' cmd.run 'systemctl poweroff'` but kept openqaworker-arm-1 running to have at least one aarch64 machine. There are also ppc64le machines in SRV2 but I do not dare to touch them based on my previous experiences :)

#3 - 2020-08-11 08:30 - okurz

- Due date changed from 2020-08-11 to 2020-09-02

- Priority changed from Urgent to Normal

have not heard any update if the situation was resolved but <https://openqa.suse.de/tests/> shows no "stuck" jobs nor a very long list so I guess we can keep the state as-is until after August vacation period.

I have removed the keys for both machines with `sudo salt-key -y -d openqaworker-arm-[23]*`. The keys should be readded if the AC problem has been resolved.

#4 - 2020-09-04 07:40 - okurz

- Due date changed from 2020-09-02 to 2020-09-04

- Priority changed from Normal to High

There was no official resolution of the A/C problem yet, we are still running with reduced capacity. I asked EngInfra TL Evzenie Sujskaja in <https://chat.suse.de/channel/suse-it-ama?msg=X53ws27XhyA8nhomZ> and she responded that the situation should be resolved today. We can check again tomorrow. However nsinger already triggered openqaworker-arm-2 and openqaworker-arm-3 for start. I can not access these machines neither over ssh nor ipmi. I triggered a power cycle of openqaworker-arm-2 and sol activate showed the machine stuck in a system management window. I selected to exit the menu to boot cleanly and the kernel booted.

EDIT: 2020-09-04: Asked again in #suse-it after receiving no update, see <https://chat.suse.de/channel/suse-it-ama?msg=PjPWuRhZJW9ePuYiK>

#5 - 2020-09-04 09:22 - okurz

- Status changed from Feedback to In Progress

got an update in <https://chat.suse.de/channel/suse-it-ama?msg=nde4vgeR4P5wgO0t3> that NBG SRV2 AC is fully healthy now. We can start all missing pending machines again.

#6 - 2020-09-04 10:49 - okurz

- Related to action #70966: ipmi management interface of openqaworker-arm-3 is inaccessible added

#7 - 2020-09-04 10:51 - okurz

openqaworker-arm-2 and openqaworker-arm-3 are in SRV2, not ext, both should be controllable over IPMI although I can't reach ipmi interface of

openqaworker-arm-3 again as happened 5 times already in the past, see [#70966](#). I think some "PowerPC" machines are missing still but I do not know in what state they are, where they are or what would be necessary to be done. Next is openqaworker-arm-2 that I power cycled yesterday but is again missing. power cycled again and should confirm working and then enable alerts with automatic recovery.

EDIT: For openqaworker-arm-2 I see on startup a message:

```
WARNING: *****
WARNING: * This is debug mode when the default.dtb file is there.
WARNING: * [Restore factory defaults] can return the normal mode.
WARNING: *****
```

and eventually the system does *not* boot a full OS but gets stuck in

```
Aptio Setup Utility - Copyright (C) 2017 American Megatrends, Inc.
Main Advanced Security Boot Save & Exit Server Mgmt
ÜAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAÜ
³ BIOS Information                                     ³Memory Slot Information. ³
³ Access Level Administrator                          ³
³ Project Name MT60-SC4-00                             ³
³ Project Version T32                                  ³
³ Build Date and Time 03/03/2017 13:09:58             ³
³
³ BMC Information                                     ³
³ BMC Firmware Version 07.68                          ³
³ SDR Version 00.04                                    ³
³ FRU Version 01.00                                    ³
³
³ Processor Information                               ³
³ CPU 0 : CN8890-2000BG2601-ST-Y-G                   ³
³ CPU 1 : CN8890-2000BG2601-CP-Y-G                   ³
³ Max CPU Speed 2000 MHz                              ³
³ CPU Data Cache 32 KB                                ³
³ CPU Instruction Cache 78 KB                         ³
³
³ F10: Save & Exit                                     ³
³ ESC: Exit                                           ³
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAÜ
Version 2.18.1264. Copyright (C) 2017 American Megatrends, Inc.
AB
```

exiting helps to boot but this should be automatic. Just exiting the menu helps. Don't know what I would need to change here. Reported as [#70969](#)

#8 - 2020-09-04 11:12 - okurz

- Copied to action [#70969](#): openqaworker-arm-2 stuck in system management menu after reboot added

#9 - 2020-09-04 11:21 - okurz

currently all three arm machines are back up. [#70966](#) regarding openqaworker-arm-3 was resolved. I added the salt key and enable alerts for openqaworker-arm-3 again. Also I triggered a high state with salt salt -l error --no-color -C 'openqaworker-arm-3' state.apply test=True. For openqaworker-arm-2 due to [#70969](#) I have not yet added the salt key back nor enabled the alerts again. However I have paused the alerts for median job age until the job queue is back to sane levels again.

#10 - 2020-09-09 12:37 - okurz

- Status changed from *In Progress* to *Resolved*

openqaworker-arm-2 is back. I added the salt key and unpaused alerts. Also job age alert unpaused and green. All seems to be back to normal now.