

openQA Infrastructure - action #70969

openqaworker-arm-2 stuck in system management menu after reboot

2020-09-04 11:12 - okurz

Status:	Resolved	Start date:	
Priority:	High	Due date:	
Assignee:	okurz	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Ready		

Description

Observation

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  
ÛAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAÛ  
³  BIOS Information                                     ³Memory Slot Information. ³  
³  Access Level           Administrator                ³                ³  
³  Project Name           MT60-SC4-00                 ³                ³  
³  Project Version        T32                         ³                ³  
³  Build Date and Time    03/03/2017 13:09:58 ³                ³  
³                        ³                ³  
³  BMC Information       ³                ³  
³  BMC Firmware Version  07.68                ³                ³  
³  SDR Version           00.04                ³                ³  
³  FRU Version           01.00                ³  ³AAAAAAAAAAAAAAAAAAAAAAAAAAAAÛj  
³                        ³  ³><: Select Screen          ³  
³  Processor Information ³  ³: Select Item              ³  
³  CPU 0 : CN8890-2000BG2601-ST-Y-G ³  ³Enter: Select              ³  
³  CPU 1 : CN8890-2000BG2601-CP-Y-G ³  ³+/-: Change Opt.          ³  
³  Max CPU Speed         2000 MHz                ³  ³F1: General Help          ³  
³  CPU Data Cache        32 KB                    ³  ³F3: Previous Values      ³  
³  CPU Instruction Cache  78 KB                    ³  ³F9: Optimized Defaults   ³  
³                        ³  ³F10: Save & Exit          ³  
³                        ³  ³ESC: Exit                 ³  
ÀAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAÛ  
      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.

Related issues:

Copied from openQA Infrastructure - action #69727: reduce heat in NUE-SRV2 **Resolved** 2020-08-07 2020-09-04

History

#1 - 2020-09-04 11:12 - okurz

- Copied from action #69727: reduce heat in NUE-SRV2 added

#2 - 2020-09-08 09:00 - nicksinger

- Status changed from New to In Progress

- Assignee set to nicksinger

BMC is not reachable anymore, I created an infra ticket (#176913):

"Dear Colleague,

Thank you for your report of: "[openqa] openqaworker-arm-2.suse.de down - please reboot"
assigned reference number: "176913"

Someone from the designate team will contact you about your request as soon as we can.

If you have additional comments or questions, you can follow up to the ticket here at :

<https://infra.nue.suse.com/Ticket/Display.html?id=176913>

Regards,
The Engineering Infrastructure Team"
arm-ticket@suse.de

The original message:

Hey Toni, all,

unfortunately we lost again one of our workers. This time openqaworker-arm-2 is affected. Could you please hard-power cycle the machine?
Also, would it be possible to access the power socket on our own so we don't need to open a ticket all the time?

Best and thanks in advance,
Nick

#3 - 2020-09-09 09:14 - nicksinger

Hi Nick,

machine has been reseted.

I checked down there for PDU ports, but it does not look good.

The next one has 1 Port free and is 2 Rack next to it the other one is 4 Racks next to it with a total of 2 ports free, but we do not have Powercables in this lenght and I think these are completely used by other teams (one is SES otherone seems like QA CSS) but as arm2 and arm3 has the same issues and they have 2 Power outlets each, it would not be enough and we do not have a PDU on spare, at least not that I know of.

Maybe we need to think of a diffrent solution or let our manager think about one.

So the machine is back and running again. I will check now if it can survive a reboot. I will also create a follow-up ticket to evaluate if we want to invest into a PDU to power cycle these machines automatically.

#4 - 2020-09-09 09:35 - nicksinger

- Status changed from In Progress to Resolved

The machine came up fine after a reboot without getting stuck in the BIOS. I could imagine somebody (maybe even me) accidentally did a ipmitool chassis bootdev bios.

I improved the automatic reboot a little bit with https://gitlab.suse.de/openqa/grafana-webhook-actions/-/merge_requests/7 to enforce booting from disk.

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

- Status changed from Resolved to Feedback

- Assignee changed from nicksinger to okurz

thx. I added the salt key for openqaworker-arm-2 again and re-enabled telegraf on the machine and have checked that all alerts are enabled. The alerts have not recovered yet so I will monitor this.

#6 - 2020-09-09 11:11 - okurz

- Status changed from *Feedback* to *Resolved*
- Assignee changed from *okurz* to *nicksinger*

all good now

#7 - 2020-09-14 10:35 - okurz

- Status changed from *Resolved* to *In Progress*
- Assignee changed from *nicksinger* to *okurz*

hm, <https://stats.openqa-monitor.qa.suse.de/d/1bNU0StZz/automatic-actions?orgId=1&panelId=6&fullscreen&edit&tab=alert> triggered. Maybe we still have a problem here? Checking ...

#8 - 2020-09-14 11:08 - okurz

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

The system is again stuck in the system management menu even though we should have the fix in the gitlab CI pipeline for automatic recovery already in place. <https://gitlab.suse.de/openqa/grafana-webhook-actions/-/jobs> looks like we could have a small time where openqaworker-arm-2 was triggered for reboot but without the fixed approach yet. Retriggered a job in gitlab CI, see <https://gitlab.suse.de/openqa/grafana-webhook-actions/-/jobs/257134>

<https://gitlab.suse.de/openqa/grafana-webhook-actions/-/jobs/257134#L18> shows that no boot device was selected. And Commit 191a23ba shows that this is the old state. That can explain it.

Another trigger for openqaworker-arm-3 just 1h ago was fine, see <https://gitlab.suse.de/openqa/grafana-webhook-actions/-/jobs/256966#L19> doing the boot device select.

So handled the reboot for openqaworker-arm-2 one more time manually. Machine is now booted and alerts are recovering.