

openQA Infrastructure - action #71191

inform EngInfra automatically if the IPMI interfaces are not accessible

2020-09-10 10:48 - okurz

Status:	Resolved	Start date:	
Priority:	Low	Due date:	
Assignee:	okurz	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Ready		
Description			
As discussed in https://infra.nue.suse.com/SelfService/Display.html?id=175681#txn-2552251 at least rklein is ok with us automatically creating tickets based on alerts. So what we can try is to define another notification channel in https://stats.openqa-monitor.qa.suse.de/alerting/notifications and use that in the "long-time" alerts of arm-1 through arm-3			
Related issues:			
Copied from openQA Infrastructure - action #69610: ipmi management interface ...		Resolved	2020-07-16

History

#1 - 2020-09-10 10:48 - okurz

- Copied from action #69610: ipmi management interface of openqaworker-arm-3 is inaccessible added

#2 - 2020-09-18 06:45 - okurz

- Status changed from New to Feedback

I created a new notification channel "infra@suse.de" on <https://stats.openqa-monitor.qa.suse.de/alerting/notifications> with email address infra@suse.de with "Disable Resolve Message" to prevent reopening any infra ticket after the problem had been solved from EngInfra side.

Now we could add a custom message on the alert and I tried to avoid the hostname so that we can rely on the subject:

```
The IPMI management interface for this machine is inaccessible (again). The machine itself is also not reachable over ping.
```

```
Suggested action: Reset the machine including the management interface.
```

```
Similar issues were handled in https://infra.nue.suse.com/SelfService/Update.html?id=174650 and https://infra.nue.suse.com/SelfService/Display.html?id=166330 and https://infra.nue.suse.com/SelfService/Display.html?id=164419 and https://infra.nue.suse.com/SelfService/Display.html?id=153124 for the same machine
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to achieve that the ticket is prioritized accordingly I prefixed the name of the alert rule with [openqa]

created https://gitlab.suse.de/openqa/salt-states-openqa/-/merge_requests/355

#3 - 2020-09-23 05:23 - okurz

- Status changed from Feedback to Resolved

was merged, is effective. But so far the problem did not happen.