

## openQA Project - action #73282

coordination # 102906 (New): [saga][epic] Increased stability of tests with less "known failures", known incompletes handled automatically within openQA

coordination # 102909 (New): [epic] Prevent more incompletes already within os-autoinst or openQA

### auto\_review:"setup failure: Cache service status error from API: Minion job.\*Worker went away":retry

2020-10-13 10:14 - okurz

<b>Status:</b>	Workable	<b>Start date:</b>	2020-10-13
<b>Priority:</b>	Low	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Feature requests	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	future		
<b>Difficulty:</b>			
<b>Description</b>			
<b>Observation</b>			
from <a href="https://openqa.suse.de/tests/4811089">https://openqa.suse.de/tests/4811089</a>			
<pre>[2020-10-12T16:22:01.0085 CEST] [debug] [pid:36916] Updating status so job 4811089 is not considered dead. [2020-10-12T16:22:01.0085 CEST] [debug] [pid:36916] REST-API call: POST http://openqa.suse.de/api/v1/jobs/4811089/status [2020-10-12T16:22:06.0147 CEST] [debug] [pid:36916] Updating status so job 4811089 is not considered dead. [2020-10-12T16:22:06.0148 CEST] [debug] [pid:36916] REST-API call: POST http://openqa.suse.de/api/v1/jobs/4811089/status [2020-10-12T16:22:06.0208 CEST] [error] [pid:36916] Unable to setup job 4811089: Cache service status error from API: Minion job #42464 failed: Worker went away [2020-10-12T16:22:06.0208 CEST] [debug] [pid:36916] Stopping job 4811089 from openqa.suse.de: 04811089-sle-12-SP4-Server-DVD-Incidents-x86_64-Build:16743:php72-mau-webserver@64bit - reason: setup failure [2020-10-12T16:22:06.0209 CEST] [debug] [pid:36916] REST-API call: POST http://openqa.suse.de/api/v1/jobs/4811089/status [2020-10-12T16:22:06.0272 CEST] [info] [pid:62439] Uploading autoinst-log.txt</pre>			
<b>Acceptance criteria</b>			
<ul style="list-style-type: none"><li>• <b>AC1:</b> Either job is automatically restarted or the user receives a clear message what the user did wrong</li></ul>			
<b>Suggestions</b>			
<ul style="list-style-type: none"><li>• Improve log messages</li><li>• Probably the worker service restarted but this did not retrigger the job. Better restart openQA jobs automatically when this happens</li></ul>			
<b>Workaround</b>			
Retrigger job			
<b>Related issues:</b>			
Copied to openQA Project - action #73288: auto_review:"setup failure: Cache s...		<b>Workable</b>	<b>2020-10-13</b>

## History

#1 - 2020-10-13 10:14 - okurz

- Project changed from openQA Infrastructure to openQA Project

- Category set to Feature requests

- Target version set to Ready

**#2 - 2020-10-13 10:49 - okurz**

- Copied to action #73288: auto\_review:"setup failure: Cache service status error from API: Minion job.\*Job terminated unexpectedly":retry added

**#3 - 2020-10-13 10:50 - okurz**

- Tags set to worker, cache, minion, download

- Description updated

- Status changed from New to Workable

**#4 - 2020-10-18 12:54 - okurz**

- Priority changed from Normal to Low

**#5 - 2020-10-30 05:40 - okurz**

- Target version changed from Ready to future

**#6 - 2020-11-05 14:39 - kraih**

Don't think a user error could trigger this, and seeing this error in the worker log should be extremely rare. In fact, i can only think of one scenario to trigger it since the Minion 10.08 release in July. The Minion worker process had to have been killed right before the Minion job process downloading the asset was also killed. Like an unclean restart with SIGKILL. On service restart the Minion worker detects this and fails the Minion job with Worker went away. An admin on the machine must have had a hand in this.

I also looked at the machine, and it currently has the latest version of perl-Minion installed (10.14). Unfortunately it's a busy machine, so there was nothing left from the day in question in the journal, and i couldn't check for service restart timestamps.

My recommendation (at least for now) would be for someone from the team to investigate again (but quicker) if this happens again.

**#7 - 2020-11-25 11:58 - okurz**

- Parent task set to #62420

**#8 - 2021-11-23 22:19 - okurz**

- Parent task changed from #62420 to #102909