

## openQA Project - action #75214

### openqa-review fails to post reminder comments on bugzilla, errors in log "Encountered error trying to post a reminder comment on issue"

2020-10-23 18:25 - okurz

<b>Status:</b>	Resolved	<b>Start date:</b>	2020-10-23
<b>Priority:</b>	Normal	<b>Due date:</b>	2021-03-12
<b>Assignee:</b>	Xiaojing_liu	<b>% Done:</b>	0%
<b>Category:</b>	Feature requests	<b>Estimated time:</b>	60.00 hours
<b>Target version:</b>	Ready		
<b>Difficulty:</b>			

#### Description

#### Observation

from <https://gitlab.suse.de/openqa/openqa-review/-/jobs/275810/raw>

```
++ /usr/bin/openqa-review --host https://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-softfails --running-threshold=2 --exclude-job-groups '^(Released|Development|old)' --reminder-comment-on-issues --save --save-dir /tmp/tmp.pZbTFYl7W0
```

```
.....  
.....  
.....  
.....  
.....  
.....  
.....ERROR:openqa_review.openqa_review:Encountered error trying to post a reminder comment on issue '* [jeos-base+phub_hyperv@svirt-hyperv-uefi] (https://openqa.suse.de/tests/4846363 "Failed modules: firstrun"), [jeos-filesystem_hyperv@svirt-hyperv-uefi] (https://openqa.suse.de/tests/4846366 "Failed modules: bootloader_uefi") -> [bsc#1176134] (https://bugzilla.suse.com/show_bug.cgi?id=1176134 "[Build 20.3] JeOS images 15sp3 do not boot in uefi mode") (Ticket status: <span style="color: red;">VERIFIED (FIXED)</span>, prio/severity: P2/Normal, assignee: ms@suse.com)': 500 Server Error: Internal Server Error for url: https://apibugzilla.suse.com/jsonrpc.cgi. Skip ping.
```

#### Steps to reproduce

- See the instructions called in the gitlab CI definitions in <https://gitlab.suse.de/openqa/openqa-review/-/blob/master/.gitlab-ci.yml#L44>

Be aware that the gitlab CI pipeline uses a dedicated user account as visible in <https://gitlab.suse.de/openqa/openqa-review/-/blob/master/.gitlab-ci.yml#L9> and [https://gitlab.suse.de/openqa/openqa-review/-/settings/ci\\_cd](https://gitlab.suse.de/openqa/openqa-review/-/settings/ci_cd) (see "Variables")

#### Problem

Posting reminder comments from account "okurz" works. This is what we use so far on lord.arch.suse.de. Also it worked to post a reminder comment manually in [https://bugzilla.suse.com/show\\_bug.cgi?id=1005824#c10](https://bugzilla.suse.com/show_bug.cgi?id=1005824#c10) but so far posting from gitlab CI did not work

#### Suggestions

- Try again manually with the credentials of the bot account
- Try to read/post bugs over API as openqa-review, e.g. in test bug [https://bugzilla.suse.com/show\\_bug.cgi?id=1005824](https://bugzilla.suse.com/show_bug.cgi?id=1005824)
- Crosscheck on <https://bugzilla.suse.com/buglist.cgi?quicksearch=commenter%3Aopenqa-review> if comments are posted correctly

#### Further details

Initially reported in [#52655#note-10](#)

**Related issues:**

Related to QA - action #52655: [epic] Move openqa-review from cron-jobs on lo...

**Resolved****2021-04-19**

Copied to openQA Project - action #89536: Use openqa-review consistently from...

**New****History****#1 - 2020-10-23 18:25 - okurz***- Related to action #52655: [epic] Move openqa-review from cron-jobs on lord.arch to a more sustainable long-term solution added***#2 - 2021-02-23 08:31 - Xiaojing\_liu***- Status changed from Workable to In Progress**- Assignee set to Xiaojing\_liu*

I would like to try this. Also it's a chance to learn Python.

**#3 - 2021-02-24 04:07 - openqa\_review***- Due date set to 2021-03-10*

Setting due date based on mean cycle time of SUSE QE Tools

**#4 - 2021-02-26 10:14 - Xiaojing\_liu**I did a test using openqa\_review to get comments from [https://bugzilla.suse.com/show\\_bug.cgi?id=1005824](https://bugzilla.suse.com/show_bug.cgi?id=1005824). It only can get the public comments. I tried this using my own account, all comments I could get. So I think openqa\_review does not have the permission. After I changed the is\_private to False, the comment was added successfully. See: [https://bugzilla.suse.com/show\\_bug.cgi?id=1005824](https://bugzilla.suse.com/show_bug.cgi?id=1005824) comments 11 and 13.

Not sure if we should upgrade openqa\_review permission, I created a pr to change the parameter:

[https://github.com/os-autoinst/openqa\\_review/pull/139](https://github.com/os-autoinst/openqa_review/pull/139). If we need to update the permission, I can close the pull request.**#5 - 2021-03-01 10:36 - Xiaojing\_liu**

I run openqa-review locally

python2.7 -m openqa\_review.openqa\_review --host http://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-soffails --running-threshold=2 --job-groups '15 SP3' --reminder-comment-on-issues

After changing the is\_private : False, the comment was added to bugzilla successfully.

see: [https://bugzilla.suse.com/show\\_bug.cgi?id=1179434](https://bugzilla.suse.com/show_bug.cgi?id=1179434) comment#27But CI pipeline still report error 500: 500 Server Error: Internal Server Error for url : <https://gitlab.suse.de/openqa/openqa-review/-/jobs/349401/raw>**#6 - 2021-03-04 09:37 - Xiaojing\_liu**

I tested in container:

liuxiaojing@linux-90dc:~&gt; sudo podman run --rm -it registry.suse.de/home/okurz/container/images/openqa-review /bin/bash

According to gitlab log message:

```
[32;1m$ sh -ex bin/openqa-review-daily-email $ARGS[0;m
++ echo '[32;1m$ sh -ex bin/openqa-review-daily-email $ARGS[0;m'
++ sh -ex bin/openqa-review-daily-email
++ dirname bin/openqa-review-daily-email
+ . bin/_common
++ set -o pipefail
+ '[' -z '' ]'
+ setup_tmpdir
++ mktemp -d
+ tmp=/tmp/tmp.uXWMAvvkIL
+ trap cleanup EXIT
+ openqa_host=https://openqa.suse.de
+ recv=openqa-suse-status@suse.de
+ html_target_file=openqa_suse_de_status.html
+ html_target=openqa_suse_de_status.html
+ openqa_review_args='--host https://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-soffails --running-threshold=2 --exclude-job-groups ^ (Released|Development|old) '
+ load_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_email_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_html_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_save_args='--reminder-comment-on-issues --save --save-dir /tmp/tmp.uXWMAvvkIL'
++ command -v openqa-review
+ openqa_review=/usr/bin/openqa-review
++ dirname bin/openqa-review-daily-email
+ TPL=bin/./dashboard_files/dashboard.html.in
```

```
++ /usr/bin/openqa-review --host https://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-softfails --running-threshold=2 --exclude-job-groups '^ (Released|Development|old) ' --reminder-comment-on-issues --save --save-dir /tmp/tmp.uXWMAvvkIL
```

It runs /usr/bin/openqa-review ..., this file belongs:

```
32c2adb65251:/openqa_review # rpm -qf /usr/bin/openqa-review
python38-openqa_review-1.20.2-1.3.noarch
```

this package doesn't include the pr [https://github.com/os-autoinst/openqa\\_review/pull/139](https://github.com/os-autoinst/openqa_review/pull/139).

Not sure why we do git clone [https://github.com/os-autoinst/openqa\\_review.git](https://github.com/os-autoinst/openqa_review.git) . in gitlab, we don't use these codes.

Should we update the container image to let it includes the change ([https://github.com/os-autoinst/openqa\\_review/pull/139](https://github.com/os-autoinst/openqa_review/pull/139))? or change the gitlab-ci to use the github code?

#### #7 - 2021-03-04 10:40 - cdywan

Xiaojing\_liu wrote:

I tested in container:

```
liuxiaojing@linux-90dc:~> sudo podman run --rm -it registry.suse.de/home/okurz/container/images/openqa-review /bin/bash
```

According to gitlab log message:

```
[32;1m$ sh -ex bin/openqa-review-daily-email $ARGS[0;m
++ echo '[32;1m$ sh -ex bin/openqa-review-daily-email $ARGS[0;m'
++ sh -ex bin/openqa-review-daily-email
++ dirname bin/openqa-review-daily-email
+ . bin/_common
++ set -o pipefail
+ '[' -z '' ]'
+ setup_tmpdir
++ mktemp -d
+ tmp=/tmp/tmp.uXWMAvvkIL
+ trap cleanup EXIT
+ openqa_host=https://openqa.suse.de
+ recv=openqa-suse-status@suse.de
+ html_target_file=openqa_suse_de_status.html
+ html_target=openqa_suse_de_status.html
+ openqa_review_args='--host https://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-softfails --running-threshold=2 --exclude-job-groups '^ (Released|Development|old) '
+ load_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_email_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_html_args='--load --load-dir=/tmp/tmp.uXWMAvvkIL'
+ openqa_review_save_args='--reminder-comment-on-issues --save --save-dir /tmp/tmp.uXWMAvvkIL'
++ command -v openqa-review
+ openqa_review=/usr/bin/openqa-review
++ dirname bin/openqa-review-daily-email
+ TPL=bin/./dashboard_files/dashboard.html.in
++ /usr/bin/openqa-review --host https://openqa.suse.de -n -r -T --query-issue-status --no-empty-sections --include-softfails --running-threshold=2 --exclude-job-groups '^ (Released|Development|old) ' --reminder-comment-on-issues --save --save-dir /tmp/tmp.uXWMAvvkIL
```

It runs /usr/bin/openqa-review ..., this file belongs:

```
32c2adb65251:/openqa_review # rpm -qf /usr/bin/openqa-review
python38-openqa_review-1.20.2-1.3.noarch
```

this package doesn't include the pr [https://github.com/os-autoinst/openqa\\_review/pull/139](https://github.com/os-autoinst/openqa_review/pull/139).

Not sure why we do git clone [https://github.com/os-autoinst/openqa\\_review.git](https://github.com/os-autoinst/openqa_review.git) . in gitlab, we don't use these codes.

Should we update the container image to let it includes the change ([https://github.com/os-autoinst/openqa\\_review/pull/139](https://github.com/os-autoinst/openqa_review/pull/139))? or change the gitlab-ci to use the github code?

We do clone the repo in GitLab from what I see here <https://gitlab.suse.de/openqa/openqa-review/-/blob/master/gitlab-ci.yml#L37> - or did you mean something else?

But I wonder, why don't we make sure to update the image and use it everywhere?

#### #8 - 2021-03-04 10:59 - Xiaojing\_liu

We do clone the repo in GitLab from what I see here <https://gitlab.suse.de/openqa/openqa-review/-/blob/master/gitlab-ci.yml#L37> - or did you mean something else?

But I wonder, why don't we make sure to update the image and use it everywhere?

Yes, we clone the repo in GitLab. But I guess we don't use the github code to do openqa-review. According to log message, it runs /usr/bin/openqa-review, and we could see

```
32c2adb65251:/openqa_review # rpm -qf /usr/bin/openqa-review
python38-openqa_review-1.20.2-1.3.noarch
32c2adb65251:/openqa_review # rpm -ql python38-openqa_review-1.20.2-1.3.noarch
...
/usr/bin/openqa-review
...
/usr/lib/python3.8/site-packages/openqa_review/browser.py
/usr/lib/python3.8/site-packages/openqa_review/openqa_review.py
```

So the github code isn't run, right? If I understand correctly, I wonder, why we clone github code here, we don't use it.

The latest container image is created on 29, Jan 2021 :

[https://registry.suse.de/cgi-bin/coooverview?srch\\_term=project%3D%5Ehome%3Aokurz#layers-17711ab9a6ab](https://registry.suse.de/cgi-bin/coooverview?srch_term=project%3D%5Ehome%3Aokurz#layers-17711ab9a6ab)

#### #9 - 2021-03-04 12:26 - cdywan

Xiaojing\_liu wrote:

We do clone the repo in GitLab from what I see here <https://gitlab.suse.de/openqa/openqa-review/-/blob/master/.gitlab-ci.yml#L37> - or did you mean something else?

But I wonder, why don't we make sure to update the image and use it everywhere?

Yes, we clone the repo in GitLab. But I guess we don't use the github code to do openqa-review. According to log message, it runs /usr/bin/openqa-review, and we could see

```
32c2adb65251:/openqa_review # rpm -qf /usr/bin/openqa-review
python38-openqa_review-1.20.2-1.3.noarch
32c2adb65251:/openqa_review # rpm -ql python38-openqa_review-1.20.2-1.3.noarch
...
/usr/bin/openqa-review
...
/usr/lib/python3.8/site-packages/openqa_review/browser.py
/usr/lib/python3.8/site-packages/openqa_review/openqa_review.py
```

So the github code isn't run, right? If I understand correctly, I wonder, why we clone github code here, we don't use it.

Upon closer inspection I see that bin/openqa-review-daily-email uses the repo, but said shellsript calls command -v openqa-review unless \$openqa\_review overrides it.

I'd vote to fix that default to call ./openqa\_review/openqa\_review.py. You might be wrapping up your day by now... so I can offer proposing a branch to fix that.

#### #10 - 2021-03-04 14:11 - cdywan

cdywan wrote:

Upon closer inspection I see that bin/openqa-review-daily-email uses the repo, but said shellsript calls command -v openqa-review unless \$openqa\_review overrides it.

I'd vote to fix that default to call ./openqa\_review/openqa\_review.py. You might be wrapping up your day by now... so I can offer proposing a branch to fix that.

[https://github.com/os-autoinst/openqa\\_review/pull/141](https://github.com/os-autoinst/openqa_review/pull/141)

#### #11 - 2021-03-04 22:25 - okurz

The problem is that I forgot to create a new package release for python-openqa\_review which I can do the next days. As alternative you might be able to create a submission in OBS as well but I think we need a tag in the git repo first as well.

#### #12 - 2021-03-05 10:00 - okurz

- Copied to action #89536: Use openqa-review consistently from only package or only git, not mixed added

#### #13 - 2021-03-05 10:01 - okurz

So what I did, in a checkout of openqa\_review:

```
git fetch origin
git co -b fix/private_comments origin/master
git tag -f 1.20.4 && git push -f origin 1.20.4 && git push -f origin HEAD:master
```

then in a checkout of [https://build.opensuse.org/package/show/devel:languages:python/python-openqa\\_review](https://build.opensuse.org/package/show/devel:languages:python/python-openqa_review)

```
osc up && ./_update.sh
```

which created

<https://build.opensuse.org/request/show/876941>

I suggest we wait for that and see if a new image gets built. After that we check the new run of CI pipeline and see if the fix is effective. Another story what we identified is that it can appear inconsistent to use parts of scripts from a git checkout and parts from an installed binary as well. As using the package allows better use of our own products, read "eat your own dogfood", we think it's a good idea to keep using the package but then streamline the pipeline to not use a git checkout but rely on the package completely or switch to git-only -> [#89536](#)

#### #14 - 2021-03-10 03:44 - Xiaojing\_liu

- Status changed from In Progress to Feedback

we are waiting for the new image result, it hasn't built successfully yet. So I change the status to feedback.

#### #15 - 2021-03-10 12:12 - cdywan

- Due date changed from 2021-03-10 to 2021-03-12

#### #16 - 2021-03-11 10:41 - okurz

- Status changed from Feedback to In Progress

the container image in <https://build.suse.de/package/show/home:okurz:container/openqa-review> failed to rebuild for some days. Apparently the problem is that OBS is unable to resolve file dependencies hence mutt as a dependency could not be installed. Fixed that within <https://build.suse.de/projects/home:okurz:container/meta> with

```
# Workaround for OBS being unable to resolve file dependencies, see discussion in https://matrix.to/#/!ZzdoIxx
FyLxnxddLqM:matrix.org/$1615457617489563BXWEC:matrix.org?via=matrix.org
FileProvides: /usr/bin/zcat busybox-gzip
```

#### #17 - 2021-03-11 13:29 - Xiaojing\_liu

- Status changed from In Progress to Resolved

- Estimated time set to 30.00 h

Retried the openqa\_review pipeline after the container image was updated successfully by [okurz](#), there isn't error message 500 Server Error: Internal Server Error for url in log file:

<https://gitlab.suse.de/openqa/openqa-review/-/jobs/358710/raw>

We also can see that the comments were added into Bugzilla: <https://bugzilla.suse.com/buglist.cgi?quicksearch=commenter%3Aopenqa-review>

So I set this ticket Resolved

#### #18 - 2021-03-11 13:30 - Xiaojing\_liu

- Estimated time changed from 30.00 h to 40.00 h

#### #19 - 2021-03-11 13:42 - okurz

Thanks. Awesome achievement!

#### #20 - 2021-05-13 02:00 - Xiaojing\_liu

- Estimated time changed from 40.00 h to 60.00 h