openQA Infrastructure - action #80734

GitLab pipeline trigger via Grafana fails due to TLS errors

2020-12-04 16:14 - cdywan

Status:	Resolved		**Start date:**	2020-12-04
Priority:	Low		**Due date:**	
Assignee:	cdywan		**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:	Ready			

Description

Observation

The salt-states-openqa pipeline is not always triggered even though Automatic actions on Grafana shows a host to be offline, as happened *today* with openqaworker-arm-1 (and which was meanwhile solved by triggering a reboot manually).

A look at the logfile on openqa-monitor.qa.suse.de via sudo cat /var/log/grafana/grafana.log | grep arm-1 | less reveals:

```
t=2020-12-04T10:20:29+0100 lvl=eror msg="Failed to send webhook" logger=alerting.notifier.webhook
error="Post \"https://gitlab.suse.de/api/v4/projects/4652/trigger/pipeline?token=...&ref=master&va
riables[MACHINE]=openqaworker-arm-1\": net/http: TLS handshake timeout" webhook="Trigger reboot of
 openqaworker-arm-1"
t=2020-12-04T10:20:29+0100 lvl=eror msg="failed to send notification" logger=alerting.notifier uid
=o5EYinpZk error="Post \"https://gitlab.suse.de/api/v4/projects/4652/trigger/pipeline?token=...&re
f=master&variables[MACHINE]=openqaworker-arm-1\": net/http: TLS handshake timeout"
t=2020-12-04T10:20:29+0100 lvl=eror msg="failed to send notification" logger=alerting.notifier uid
=o5EYinpZk error="Post \"https://gitlab.suse.de/api/v4/projects/4652/trigger/pipeline?token=...&re
f=master&variables[MACHINE]=openqaworker-arm-1\": net/http: TLS handshake timeout"
```

So it looks like Grafana tried to post the API request, but failed due to TLS errors.

See also RT-ADM #181878

History

#1 - 2020-12-04 16:15 - cdywan

- Description updated

#2 - 2020-12-04 16:44 - cdywan

- Description updated

#3 - 2020-12-07 17:27 - okurz

- Status changed from New to Blocked

- Assignee set to cdywan

- Target version set to Ready

cdywan assigned to you with "Blocked" as you can track the EngInfra ticket. Hint for next time: Please add "osd-admins@suse.de" or " o3-admins@suse.de" (depending on which infrastructure is affected) in CC for the ticket.

#4 - 2021-01-13 11:17 - cdywan

Just a small update, this seems to be a symptom of git-pack-objects: excessive cpu and mem usage which is to do with a lack of resource separation/ limits and work-arounds are being evaluated. Of course we might just be lucky since the relevant pipelines don't run very frequently - or rather, they run on an as-needed basis.

#5 - 2021-02-11 20:39 - okurz

- Priority changed from Normal to Low

I think you agree that this seems to not pose that much of an impact so lowering to "Low".

#6 - 2021-06-09 20:50 - okurz

- Status changed from Blocked to Resolved

https://infra.nue.suse.com/SelfService/Display.html?id=181878#txn-2748777 was resolved 2021-01-18 08:49 and I am not aware that we would have seen the problem since then