

openQA Infrastructure - action #81020

QA-Power8-4-kvm start failed since reboot on 2020-12-13

2020-12-14 04:41 - Xiaojing_liu

Status:	Resolved	Start date:	2020-12-14
Priority:	High	Due date:	
Assignee:	nicksinger	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Ready		
Description			
Observation			
The host can be ping:			
<pre>liuxiaojing@linux-90dc:~/Downloads> ping qa-power8-4-kvm.qa.suse.de PING QA-Power8-4-kvm.qa.suse.de (10.162.6.201) 56(84) bytes of data. 64 bytes from 10.162.6.201 (10.162.6.201): icmp_seq=1 ttl=62 time=153 ms 64 bytes from 10.162.6.201 (10.162.6.201): icmp_seq=2 ttl=62 time=153 ms</pre>			
run ipmitool sol activate, it shows exiting the petitboot. Type 'exit' to rerun Then I typed exit, this menu showed:			
<pre>Petitboot (dev.20160310) 8348-21C 684F75A ----- sled11-sp2-gm sles11-sp1-vmware sles10 sles10-sp1 sles10-sp2 sles10-sp3 sles11 sles11-sp1 sles11-sp2-vmware sles10-sp4 sles-12-gm harddisk System information *System configuration Language Rescan devices Retrieve config from URL Exit to shell ----- Enter=accept, e=edit, n=new, x=exit, l=language, h=help</pre>			
Seems it starts from the network? I don't know how to choose, and if it should start from network.			
Then I run sol deactivate to close the ipmitool connection. (Failed to quit by using ~.)			
Related issues:			
Related to openQA Infrastructure - action #81058: [tracker-ticket] Power mach...		Resolved	2020-12-15 2021-04-16

History

#1 - 2020-12-14 07:42 - nicksinger

- Assignee set to nicksinger

#2 - 2020-12-14 07:42 - nicksinger

- Status changed from New to In Progress

#3 - 2020-12-14 08:35 - nicksinger

I can successfully recover the machine with:

```
kexec -l /var/petitboot/mnt/dev/sdb2/boot/vmlinux-5.3.18-lp152.57-default --initrd=/var/petitboot/mnt/dev/sdb2/boot/initrd-5.3.18-lp152.57-default --command-line="root=UUID=e6be647f-e867-416e-a0fa-7a6732bfcf9d nospec kvm.nested=1 kvm_intel.nested=1 kvm_amd.nested=1 kvm-arm.nested=1 crashkernel=210M"
kexec -e
```

So petitboot can find the disk but refuses to load the bootloader entries from there. We're once again at the point where we would need to understand petitboot.

Petitboot on that machine is from 2016. I couldn't figure out yet how one can update it. Most likely with a "firmware upgrade" from IBM.

I will try to rewrite grub (configs) now (despite nothing changed there according to zypper logs) and see if that helps.

If we can't figure out what is causing all the power machines to lose their bootloader entries we might need to consider to remove auto reboots for now... Currently we're keeping ourself busy with recovering these hosts

#4 - 2020-12-14 09:44 - okurz

nicksinger wrote:

If we can't figure out what is causing all the power machines to lose their bootloader entries we might need to consider to remove auto reboots for now... Currently we're keeping ourself busy with recovering these hosts

Agreed. Feel welcome to just call `systemctl mask auto-update.service` on all affected machines for now (and revert before closing this ticket or any that still mentions that). I could not test ping the machine nor login over ssh to `qa-power8-4-kvm.qa` right now to do it myself and did not want to kick anyone out of SoL.

#5 - 2020-12-14 12:24 - nicksinger

- Assignee changed from nicksinger to okurz

okurz wrote:

nicksinger wrote:

If we can't figure out what is causing all the power machines to lose their bootloader entries we might need to consider to remove auto reboots for now... Currently we're keeping ourself busy with recovering these hosts

Agreed. Feel welcome to just call `systemctl mask auto-update.service` on all affected machines for now (and revert before closing this ticket or any that still mentions that). I could not test ping the machine nor login over ssh to `qa-power8-4-kvm.qa` right now to do it myself and did not want to kick anyone out of SoL.

yeah I tried to regenerate the grub config as this helped last time. But since Power8-5 showed exactly the same symptoms (stuck in petitboot, detecting network boot but not the installed OS) I start to think we face a product bug. Unfortunately I can't seem to figure out in what component :/ The auto-update.service seems to be masked already on Power8-4 as well as Power8-5. Isn't rebootmgr the service causing the reboots?

#6 - 2020-12-14 22:04 - okurz

- Assignee changed from okurz to nicksinger

- Target version set to Ready

nicksinger wrote:

[...]

The auto-update.service seems to be masked already on Power8-4 as well as Power8-5. Isn't rebootmgr the service causing the reboots?

yes, of course. stupid me. Assuming you just assigned to me to answer the question I am assigning back to you. If you want me to do something else then you can assign it back but please tell me then what I should do :)

#7 - 2020-12-15 03:49 - nicksinger

- Related to action #81058: [tracker-ticket] Power machines can't find installed OS. Automatic reboots disabled for now added

#8 - 2020-12-15 03:51 - nicksinger

- Status changed from In Progress to Resolved

Resolving this in favor of the bigger tracking ticket regarding ppc boot problems. Also I think this covers more the immediate actions taken to get the

host back up and running. Feel free to reopen if you disagree.