

openQA Infrastructure - action #89497

flaky Failed systemd services alert (except openqa.suse.de)

2021-03-04 13:06 - cdywan

Status:	Resolved	Start date:	2021-03-04
Priority:	High	Due date:	2021-03-31
Assignee:	nicksinger	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Ready		
Description			
Observation			
[Alerting] Failed systemd services alert (except openqa.suse.de)			
Check failed systemd services on hosts with `systemctl --failed`. Hint: Go to parent dashboard https://stats.openqa-monitor.qa.suse.de/d/KToPYLEWz/failed-systemd-services to see a list of affected hosts.			
Metric name			
Value			
Sum of failed systemd services			
1.000			
Alerting at 12:48Z, OK at 12.49Z. Once more alerting at 13.03Z, OK at 13.07Z Once more alerting at 13.27Z, OK at 13.37Z Once more alerting at 13.49Z, OK at 13.52Z Once more alerting at 2.30Z, OK at 2.31Z Once more alerting at 2.37Z, OK at 2.40Z on <i>openqaworker13</i>			
Suggestion			
<ul style="list-style-type: none">Investigate how to include failed services in the alert notification (to make it clear if new alerts are flaky or new issues)Observe failed systemd servicesCheck what <code>sudo salt -l error --no-color -C 'G@roles:worker' cmd.run "/etc/telegraf/scripts/systemd_failed.sh"</code> says			
Related issues:			
Related to openQA Infrastructure - action #88900: openqaworker13 was unreachable		Resolved	2021-02-22

History

#1 - 2021-03-04 13:07 - cdywan

- Description updated

#2 - 2021-03-04 13:38 - cdywan

- Description updated

#3 - 2021-03-04 14:00 - cdywan

- Description updated

#4 - 2021-03-04 14:43 - cdywan

- Description updated

#5 - 2021-03-04 15:52 - cdywan

- Related to action #88900: openqaworker13 was unreachable added

#6 - 2021-03-04 15:58 - cdywan

- Status changed from New to Feedback

It looks like the "flaky" alerts have been caused by manual reboots i.e. [#88900](#) and the offending unit was `var-lib-openqa-share.mount`

#7 - 2021-03-05 12:32 - okurz

- Status changed from Feedback to Workable

#8 - 2021-03-05 13:02 - cdywan

Status changed from Feedback to Workable

Can you please state *why* you changed this back to *Workable*?

#9 - 2021-03-07 21:14 - okurz

There was no assignee and I would not know how we would ever look into tickets that are in "Feedback" but without assignee. If you consider that "Workable" sounds too much "workable", well then "New" would be ok for me :)

#10 - 2021-03-08 08:03 - cdywan

I observe 9 alerts Failed systemd services alert (except openqa.suse.de) between March 6, 2.14Z and March 7, 11.05Z. Suspected to be due to automatic reboots after updates, alerting 2-3 minutes each.

#11 - 2021-03-09 13:27 - cdywan

This will probably become more practical to verify with https://gitlab.suse.de/openqa/salt-states-openqa/-/merge_requests/459

#12 - 2021-03-11 13:46 - cdywan

- Description updated

#13 - 2021-03-12 11:04 - okurz

- Status changed from Workable to In Progress

- Assignee set to nicksinger

#14 - 2021-03-17 15:04 - okurz

- Due date set to 2021-03-31

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

#15 - 2021-03-17 17:18 - nicksinger

- Status changed from In Progress to Feedback

I will set this to feedback to give it some more days to check if the "flakiness" is gone by bumping the "pending timeout" to 15m

#16 - 2021-04-08 15:01 - cdywan

- Status changed from Feedback to Resolved

I've seen the alert on April 7, where it was caused by the `os-autoinst-openvswitch` service on `openqaworker-arm-1` and on April 1 where it was "expected" due to [okurz](#) working on [#81058](#) so I'd say this is not flaky at this point.