

openQA Infrastructure - action #93650

alert: PROBLEM Service Alert: openqa.suse.de/fs_/assets is WARNING

2021-06-08 12:48 - okurz

Status: Resolved	Start date: 2021-06-08
Priority: Urgent	Due date: 2021-07-07
Assignee: okurz	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version: Ready	

Description

Observation

From nagios:

Notification: PROBLEM
Host: openqa.suse.de
State: WARNING
Date/Time: Mon Jun 7 16:51:54 UTC 2021
Info: WARN - 80.2% used (5.62 of 7.00 TB), trend: +81.34 GB / 24 hours
Service: fs_/assets

See Online: https://thruk.suse.de/thruk/cgi-bin/extinfo.cgi?type=2&host=openqa.suse.de&service=fs_%2Fassets

I have seen in the past days multiple "WARNING" and "OK" messages alternating.

Acceptance criteria

- **AC1:** nagios only sends alert messages if grafana is also alerting and the condition is more severe than configured in grafana

Suggestions

- Ensure you have access to <https://gitlab.suse.de/OPS-Service/monitoring/>, ask in EngInfra ticket otherwise
- Adapt levels in https://gitlab.suse.de/OPS-Service/monitoring/-/blob/master/check_mk/nue-cmk/main.mk#L51 and our grafana so that our grafana alert level is below that

Impact

Prioritized as "Urgent" as the alert was ignored and not handled by multiple persons for days and we are apparently suffering from alarm fatigue

Related issues:

Copied to openQA Infrastructure - action #94576: alert: PROBLEM Service Alert...	Resolved
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History

#1 - 2021-06-08 13:39 - mkittler

Prioritized as "Urgent" as the alert was ignored and not handled by multiple persons for days and we are apparently suffering from alarm fatigue

Where was the alert visible? I am subscribed to osd-admins@suse.de but didn't receive an email (apart from the Re: you've just sent to the list).

Ensure you have access to <https://gitlab.suse.de/OPS-Service/monitoring/>, ask in EngInfra ticket otherwise

When accessing the page I get 404. I assume this is actually 403. So I'll ask infra for access. (In the meantime someone else can pick up the ticket of course.)

#2 - 2021-06-08 13:44 - okurz

mkittler wrote:

Prioritized as "Urgent" as the alert was ignored and not handled by multiple persons for days and we are apparently suffering from alarm fatigue

Where was the alert visible? I am subscribed to osd-admins@suse.de but didn't receive an email (apart from the Re: you've just sent to the list).

ah, good point. The alert was coming from nagios and is visible in the email and also in the referenced URL

https://thruk.suse.de/thruk/cgi-bin/extinfo.cgi?type=2&host=openqa.suse.de&service=fs_%2Fassets

I thought you have worked with nagios alerts in the past?

Just today I added in <https://progress.opensuse.org/projects/qa/wiki/Wiki#Onboarding-for-new-joiners> "Ensure you have access to

<https://gitlab.suse.de/OPS-Service/monitoring> (create EngInfra ticket otherwise) and add yourself in

<https://gitlab.suse.de/OPS-Service/monitoring/-/tree/master/icinga/shared/contacts> to receive monitoring information".

#3 - 2021-06-08 20:46 - okurz

- Status changed from Workable to Feedback

- Assignee set to okurz

<https://monitor.qa.suse.de/d/WebuiDb/webui-summary?editPanel=74&orgId=1&from=1600646082068&to=1623184779476> shows that we have not exceeded 90% for long but the alert is configured for 94% . I think we should go for 90% again, same as for other filesystems. In <https://gitlab.suse.de/openqa/salt-states-openqa/-/blob/master/openqa/server.sls#L60> we have configured to keep 20% free, i.e. 80% usage . And then nagios should be above the grafana alerting limit, e.g. 92% warning, 94% critical.

https://gitlab.suse.de/openqa/salt-states-openqa/-/merge_requests/502

and

https://gitlab.suse.de/OPS-Service/monitoring/-/merge_requests/16

#4 - 2021-06-09 20:54 - okurz

- Due date set to 2021-07-07

- Status changed from Feedback to Blocked

https://gitlab.suse.de/openqa/salt-states-openqa/-/merge_requests/502 merged, blocked on

https://gitlab.suse.de/OPS-Service/monitoring/-/merge_requests/16

#5 - 2021-06-14 18:19 - okurz

Saw more alerts. My MR was still ignored. Created ticket as reminder: <https://infra.nue.suse.com/SelfService/Display.html?id=189974>

#6 - 2021-06-22 20:37 - okurz

MR was merged but the change is not effective. Maybe I need to explicitly mention "assets" in a separate line:

https://gitlab.suse.de/OPS-Service/monitoring/-/merge_requests/18

#7 - 2021-06-23 09:59 - okurz

- Status changed from Blocked to Resolved

This worked. Alert thresholds in nagios are fine as well as grafana.

#8 - 2021-06-23 10:05 - okurz

- Copied to action #94576: alert: PROBLEM Service Alert: openqa.suse.de/fs_/results is WARNING added