

## openQA Project - action #95299

Tests timeout with reason 'setup exceeded MAX\_SETUP\_TIME' on osd ppc64le workers  
auto\_review:"Result: timeout":retry size:M

2021-07-09 11:56 - dzedro

<b>Status:</b>	Resolved	<b>Start date:</b>	2021-07-09
<b>Priority:</b>	High	<b>Due date:</b>	
<b>Assignee:</b>	mkittler	<b>% Done:</b>	0%
<b>Category:</b>	Concrete Bugs	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Ready		
<b>Difficulty:</b>			

### Description

#### Observation

I don't know why this ppc64le jobs timed out, cache service ?  
Should the regex be more specific or can it be generic for any timeout ?

<https://openqa.suse.de/tests/6393939>

<https://openqa.suse.de/tests/6393941>

<https://openqa.suse.de/tests/6393945>

#### Steps to reproduce

Find jobs referencing this ticket with the help of

<https://raw.githubusercontent.com/os-autoinst/scripts/master/openqa-query-for-job-label->

call openqa-query-for-job-label ppc#95299

```
ssh osd "sudo -u geekotest psql --command=\"select jobs.id,result_dir,t_finished,host,instance from jobs join workers on jobs.assigned_worker_id=workers.id where reason ~ 'timeout: setup exceeded' order by t_finished;\" openqa"
```

#### Expected result

A log <https://openqa.suse.de/tests/6416847/logfile?filename=autoinst-log.txt> shows how it should look:

```
[2021-07-12T10:36:56.0008 CEST] [info] [pid:64283] Download of SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso processed:
```

```
[info] [#106833]
```

```
Cache size of "/var/lib/openqa/cache" is 44GiB, with limit 50GiB
```

```
[info] [#106833]
```

```
Downloading "SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" from "http://openqa.suse.de/tests/6416847/asset/iso/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso"
```

```
[info] [#106833]
```

```
Content of "/var/lib/openqa/cache/openqa.suse.de/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" has not changed, updating last use
```

```
[2021-07-12T10:36:56.0100 CEST] [info] [pid:64283] Rsync from 'rsync://openqa.suse.de/tests' to '/var/lib/openqa/cache/openqa.suse.de', request #106839 sent to Cache Service
```

```
[2021-07-12T10:37:01.0168 CEST] [info] [pid:64283] Output of rsync:
```

```
[info] [#106839] Calling: rsync -avHP rsync://openqa.suse.de/tests/ --delete /var/lib/openqa/cache/openqa.suse.de/tests/
```

```
receiving incremental file list
```

```
sent 1,992 bytes received 2,581,652 bytes 1,722,429.33 bytes/sec
```

```
total size is 12,978,495,757 speedup is 5,023.33
```

```
[2021-07-12T10:37:01.0168 CEST] [info] [pid:64283] Finished to rsync tests
```

```
[2021-07-12T10:37:01.0172 CEST] [debug] [pid:70271] +++ worker notes +++
```

where one can see the output from the rsync call.

## Problem

Problem seems to be specific to ppc64le workers, maybe only "malbec" now. Maybe specific to test syncing. The cacheservice-minion logs do not mention the test rsync request at all.

## Suggestions

- Start with calling git grep on the source code of openQA for the log messages that we see in the jobs mentioned above (or see comments below), to see which debug messages should be expected before the timeout
- If you identify that there could be helpful log messages, e.g. to be able to distinguish if a request was received by the minion service or not, add it

### Related issues:

Related to openQA Project - coordination #96185: [epic] Multimachine failure ...	<b>Blocked</b>	<b>2021-07-29</b>	<b>2021-10-09</b>
Copied to openQA Project - action #96254: Tests timeout with MAX_SETUP_TIME -...	<b>New</b>		
Copied to openQA Infrastructure - action #96257: Tests timeout with MAX_SETUP...	<b>Resolved</b>		

## History

### #1 - 2021-07-09 18:02 - okurz

- Project changed from openQA Tests to openQA Project

- Subject changed from Test timeout auto\_review:"Result: timeout":retry to Tests timeout with reason 'setup exceeded MAX\_SETUP\_TIME' on osd ppc64le workers auto\_review:"Result: timeout":retry

- Description updated

- Category set to Concrete Bugs

- Priority changed from Normal to High

- Target version set to Ready

<https://github.com/os-autoinst/scripts/#auto-review---automatically-detect-known-issues-in-openqa-jobs-label-openqa-jobs-with-ticket-references-and-optionally-retrigger> has an example "steps to reproduce" that can be added to the ticket. Because if auto-review matches this ticket to jobs we can also search for jobs that match the ticket and get good statistics.

dzedro wrote:

I don't know why this ppc64le jobs timed out, cache service ?  
Should the regex be more specific or can it be generic for any timeout ?

If it would work then I consider the regex a bit too generic as that means that effectively every job that reproducibly times out would be stuck in a loop, constantly being retriggered.

However, "timeout\_exceeded" is a specific result and so far OSD is configured only to trigger auto-review on "incomplete" and "failed" jobs, see <https://gitlab.suse.de/openqa/salt-states-openqa/-/blob/master/openqa/server.sls#L69>  
You could easily extend that by a line like

```
job_done_hook_timeout_exceeded: env host=openqa.suse.de /opt/os-autoinst-scripts/openqa-label-known-issues-hook
```

or set as described in

<https://github.com/os-autoinst/openQA/blob/master/etc/openqa/openqa.ini#L76>

```
auto_clone_regex: '^(cache failure|terminated prematurely|timeout):'
```

but I don't know if that actually works for "timeout\_exceeded".

Now to the real issue:

I looked in the database and found:

```
openqa=> select jobs.id,result_dir,t_finished,host,instance from jobs join workers on jobs.assigned_worker_id=workers.id where reason ~ 'timeout: setup exceeded' order by t_finished;
```

```
id      |
result_dir
      |      t_finished      |      host      | instance
-----+-----+-----+-----+-----
6296933 | 06296933-sle-15-SP1-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests_and_build:70109c8d5237d35ada19cb80202f02e8dde380ae+20210615-1@s390x-kvm-sle12
```

6296810	2021-06-20 03:38:59   grenache-1   14
6296810	06296810-sle-15-Server-DVD-Updates-s390x-engines_and_tools:investigate:last_good_tests_and_build:1f2c0d54fa6bde064609447df532c9eada86d16d+20210619-1@s390x-kvm-sle12
6296934	2021-06-20 03:39:56   grenache-1   45
6296934	06296934-sle-15-SP2-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:retry@s390x-kvm-sle12
6296932	2021-06-20 03:39:56   grenache-1   15
6296932	06296932-sle-15-SP1-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_build:20210615-1@s390x-kvm-sle12
6296938	2021-06-20 03:41:00   grenache-1   49
6296938	06296938-sle-12-SP4-Server-DVD-Updates-s390x-engines_and_tools:investigate:retry@s390x-kvm-sle12
6296930	2021-06-20 03:41:00   grenache-1   34
6296930	06296930-sle-15-SP1-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:retry@s390x-kvm-sle12
6296931	2021-06-20 03:41:00   grenache-1   47
6296931	06296931-sle-15-SP1-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests:70109c8d5237d35ada19cb80202f02e8dde380ae@s390x-kvm-sle12
6296935	2021-06-20 03:41:01   grenache-1   48
6296935	06296935-sle-15-SP2-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests:f88d0c029e1fe4c2ecaab5f75149bd21713a5eb5@s390x-kvm-sle12
6296936	2021-06-20 03:47:53   grenache-1   35
6296936	06296936-sle-15-SP2-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_build:20210615-1@s390x-kvm-sle12
6296937	2021-06-20 03:49:20   grenache-1   31
6296937	06296937-sle-15-SP2-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests_and_build:f88d0c029e1fe4c2ecaab5f75149bd21713a5eb5+20210615-1@s390x-kvm-sle12
6295749	2021-06-20 03:50:51   grenache-1   36
6295749	06295749-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_syscalls_ipc@s390x-kvm-sle12
6295750	2021-06-20 03:52:24   grenache-1   13
6295750	06295750-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_syscalls_debug_pagealloc@s390x-kvm-sle12
6295752	2021-06-20 03:53:29   grenache-1   44
6295752	06295752-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_sched@s390x-kvm-sle12
6295751	2021-06-20 03:55:44   grenache-1   32
6295751	06295751-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_syscalls@s390x-kvm-sle12
6295753	2021-06-20 03:55:45   grenache-1   37
6295753	06295753-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_openposix@s390x-kvm-sle12
6295754	2021-06-20 03:57:15   grenache-1   33
6295754	06295754-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-ltp_dio@s390x-kvm-sle12
6295755	2021-06-20 04:07:42   grenache-1   12
6295755	06295755-sle-15-SP3-Server-DVD-Incidents-Kernel-KOTD-s390x-Build5.3.18-254.1.g0483fe0-kernel-live_patching@s390x-kvm-sle12
6269112	2021-06-20 04:14:29   grenache-1   46
6269112	06269112-sle-15-SP3-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_build::19935:habootstrap-formula@64bit-ipmi-nvdimmm
6296940	2021-06-20 04:25:53   grenache-1   11
6296940	06296940-sle-15-SP3-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:retry@s390x-kvm-sle12
6296941	2021-06-20 04:39:27   grenache-1   14
6296941	06296941-sle-15-SP3-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests:f88d0c029e1fe4c2ecaab5f75149bd21713a5eb5@s390x-kvm-sle12
6296942	2021-06-20 04:40:55   grenache-1   15
6296942	06296942-sle-15-SP3-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_build:20210615-1@s390x-kvm-sle12
6296943	2021-06-20 04:40:55   grenache-1   45
6296943	06296943-sle-15-SP3-Server-DVD-Updates-s390x-sle_image_on_sle_host:investigate:last_good_tests_and_build:f88d0c029e1fe4c2ecaab5f75149bd21713a5eb5+20210615-1@s390x-kvm-sle12
6295811	2021-06-20 04:42:26   grenache-1   34
6295811	06295811-sle-15-SP3-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_tests_and_build:abc2a9e0439943c86celala6bc8777fda2bf6804+:19935:habootstrap-formula@64bit-ipmi-nvdimmm   2021-06-20 05:26:57   grenache-1   11
6296143	2021-06-20 05:26:57   grenache-1   11
6296143	06296143-sle-15-SP3-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:retry@64bit-ipmi-nvdimmm
6264554	2021-06-20 06:28:23   grenache-1   11
6264554	06264554-sle-15-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:retry@64bit-ipmi-nvdimmm
6289148	2021-06-20 07:29:50   grenache-1   11
6289148	06289148-sle-15-SP1-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_build::19983:xterm@64bit-ipmi-nvdimmm

6289149	2021-06-20 08:31:19   grenache-1   11
6289149	06289149-sle-15-SP1-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_tests_and_build:8fe545bc1a5752e32689ea7a594c57503b80345c+:19983:xterm@64bit-ipmi-nvdimmm
6289736	2021-06-20 09:32:49   grenache-1   11
6289736	06289736-sle-15-SP1-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_build::19983:xterm@64bit-ipmi-nvdimmm
6289737	2021-06-20 10:34:20   grenache-1   11
6289737	06289737-sle-15-SP1-Server-DVD-SAP-Incidents-x86_64-qam-sles4sap_online_dvd_gnome_hana_nvdimmm:investigate:last_good_tests_and_build:8fe545bc1a5752e32689ea7a594c57503b80345c+:19983:xterm@64bit-ipmi-nvdimmm
6297272	2021-06-20 11:35:50   grenache-1   11
6297272	06297272-sle-12-SP4-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle12
6297415	2021-06-21 00:17:47   grenache-1   46
6297415	06297415-sle-12-SP5-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle15
6297416	2021-06-21 00:18:05   grenache-1   33
6297416	06297416-sle-12-SP5-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle15
6297417	2021-06-21 00:18:05   grenache-1   44
6297417	06297417-sle-12-SP5-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle15
6297564	2021-06-21 00:18:05   grenache-1   37
6297564	06297564-sle-15-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle12
6297717	2021-06-21 00:18:21   grenache-1   34
6297717	06297717-sle-15-SP1-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle12
6297719	2021-06-21 00:18:39   grenache-1   31
6297719	06297719-sle-15-SP1-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle12
6297886	2021-06-21 00:18:39   grenache-1   45
6297886	06297886-sle-15-SP2-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle12
6297885	2021-06-21 00:19:00   grenache-1   47
6297885	06297885-sle-15-SP2-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle12
6298045	2021-06-21 00:19:01   grenache-1   49
6298045	06298045-sle-15-SP3-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle12
6298858	2021-06-21 00:19:22   grenache-1   32
6298858	06298858-sle-12-SP4-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-97.1.g759e1c1-ltp_cve_git@s390x-kvm-sle12
6298046	2021-06-21 01:19:04   grenache-1   35
6298046	06298046-sle-15-SP3-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle12
6298988	2021-06-21 01:19:04   grenache-1   15
6298988	06298988-sle-15-SP1-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle12
6298678	2021-06-21 01:19:05   grenache-1   45
6298678	06298678-sle-15-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-132.1.gledcf88-ltp_cve_git@s390x-kvm-sle12
6298679	2021-06-21 01:19:05   grenache-1   46
6298679	06298679-sle-15-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-132.1.gledcf88-install_ltp+sle+Server-DVD-Incidents-Kernel-KOTD@s390x-kvm-sle12
6298986	2021-06-21 01:19:06   grenache-1   14
6298986	06298986-sle-15-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle12
6298987	2021-06-21 01:19:06   grenache-1   36
6298987	06298987-sle-15-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle12
6298614	2021-06-21 01:19:06   grenache-1   33
6298614	06298614-sle-15-SP1-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-51.1.g5bd5080-install_ltp+sle+Server-DVD-Incidents-Kernel-KOTD@s390x-kvm-sle12
6298613	2021-06-21 01:19:07   grenache-1   37
6298613	06298613-sle-15-SP1-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-51.1.g5bd5080-ltp_cve_git@s390x-kvm-sle12
6298859	2021-06-21 01:19:07   grenache-1   34
6298859	06298859-sle-12-SP4-Server-DVD-Incidents-Kernel-KOTD-s390x-Build4.12.14-97.1.g759e1c1-install_ltp+sle+Server-DVD-Incidents-Kernel-KOTD@s390x-kvm-sle12
6298974	2021-06-21 01:19:08   grenache-1   12
6298974	06298974-sle-12-SP4-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle12
6298989	2021-06-21 01:19:09   grenache-1   31
6298989	06298989-sle-15-SP2-Server-DVD-Updates-s390x-Build20210621-1-mru-install-minimal-with-addons@s390x-kvm-sle12

6299002	2021-06-21 01:20:36   grenache-1   49
	06299002-sle-15-SP3-Server-DVD-Updates-s390x-Build20210621-1-qam-minimal+base@s390x-kvm-sle12
6299013	2021-06-21 01:20:37   grenache-1   47
	06299013-sle-15-SP3-Migration-from-SLE12-SPx-s390x-Build187.1-offline_sles12sp3_ltss_pscs_asmm_lgm_all_full_lock@s390x-kvm-sle12
6299014	2021-06-21 01:47:31   grenache-1   48
	06299014-sle-15-SP3-Migration-from-SLE12-SPx-s390x-Build187.1-offline_sles12sp5_media_base_full@s390x-kvm-sle12
6299023	2021-06-21 01:54:33   grenache-1   13
	06299023-sle-12-SP4-Server-DVD-Updates-s390x-Build20210621-1-qam-gnome@s390x-kvm-sle12
6390578	2021-06-21 02:19:23   grenache-1   15
	06390578-sle-15-SP3-Server-DVD-Incidents-Install-ppc64le-BuildMR:244267:nodejs14-qam-incidentinstall@ppc64le
6391210	2021-07-07 13:12:54   malbec   2
	06391210-sle-15-SP2-Server-DVD-Incidents-Install-ppc64le-Build:20300:nodejs12-qam-incidentinstall@ppc64le
6391605	2021-07-07 13:26:14   malbec   4
	06391605-sle-15-SP1-Server-DVD-SAP-Incidents-Install-ppc64le-Build:20294:dtb-aarch64-qam-incidentinstall-sap@ppc64le-2g
6392106	2021-07-07 13:27:18   malbec   3
	06392106-sle-15-SP3-Server-DVD-Incidents-Install-ppc64le-BuildMR:244278:dovecot23-qam-incidentinstall@ppc64le
6392642	2021-07-07 14:14:44   malbec   2
	06392642-sle-12-SP4-Server-DVD-SAP-Incidents-Install-ppc64le-Build:20298:linuxptp-qam-incidentinstall-sap@ppc64le-2g
6393089	2021-07-07 14:27:00   malbec   1
	06393089-sle-15-SP3-Server-DVD-Incidents-Install-ppc64le-Build:20116:python-cachetools-qam-incidentinstall@ppc64le
6393125	2021-07-07 17:13:38   malbec   2
	06393125-sle-15-SP3-Server-DVD-Incidents-Minimal-ppc64le-Build:20293:dtb-aarch64-qam-minimal-full@ppc64le
6393261	2021-07-07 17:13:44   malbec   1
	06393261-sle-15-SP3-Server-DVD-Incidents-Kernel-Base-ppc64le-Build:20293:dtb-aarch64-ltp_syscalls_base@ppc64le-virtio
6393207	2021-07-07 17:14:06   malbec   4
	06393207-sle-15-SP3-Server-DVD-Incidents-Kernel-ppc64le-Build:20293:dtb-aarch64-ltp_fs_bind@ppc64le-virtio
6394011	2021-07-07 17:31:44   malbec   3
	06394011-sle-15-SP1-Server-DVD-Incidents-Minimal-ppc64le-Build:20294:dtb-aarch64-qam-minimal@ppc64le
6393945	2021-07-07 19:15:10   malbec   4
	06393945-sle-15-SP1-Server-DVD-Incidents-Kernel-ppc64le-Build:20294:dtb-aarch64-ltp_containers@ppc64le-virtio
6393941	2021-07-07 19:36:50   malbec   3
	06393941-sle-15-SP1-Server-DVD-Incidents-Kernel-ppc64le-Build:20294:dtb-aarch64-ltp_can@ppc64le-virtio
6393939	2021-07-07 19:36:51   malbec   1
	06393939-sle-15-SP1-Server-DVD-Incidents-Kernel-ppc64le-Build:20294:dtb-aarch64-ltp_aiodio_part3@ppc64le-virtio
6394566	2021-07-07 19:36:54   malbec   2
	06394566-sle-15-SP3-Server-DVD-Incidents-Install-ppc64le-Build:19446:yast2-country-qam-incidentinstall@ppc64le
6397191	2021-07-07 20:15:19   malbec   4
	06397191-sle-15-SP2-Server-DVD-Incidents-Install-ppc64le-Build:20116:python-cachetools-qam-incidentinstall@ppc64le
6397381	2021-07-08 08:12:14   malbec   1
	06397381-sle-15-SP2-Server-DVD-Incidents-Install-ppc64le-BuildMR:244309:hwdata-qam-incidentinstall@ppc64le
6397702	2021-07-08 09:13:12   malbec   1
	06397702-sle-15-SP2-Server-DVD-Incidents-Install-ppc64le-Build:20310:dovecot23-qam-incidentinstall@ppc64le
6398451	2021-07-08 11:12:40   malbec   1
	06398451-sle-15-Server-DVD-HA-Incidents-Install-ppc64le-Build:20315:crmsh-qam-incidentinstall-ha@ppc64le
	2021-07-08 12:12:56   malbec   1

(73 rows)

so previously failures on grenache-1 on 2021-06-21, now malbec in the past days 2021-07-07 and 2021-07-08, not any today.

Following the trail of <https://openqa.suse.de/tests/6393939#https://openqa.suse.de/tests/6393939/logfile?filename=autoinst-log.txt> says

```
[info] [#51162] Downloading "SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" from "http://openqa.suse.de/tests/6393939/asset/iso/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso"
```

```
[info] [#51162] Content of "/var/lib/opensqa/cache/opensqa.suse.de/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso"
has not changed, updating last use
[2021-07-07T20:37:39.0882 CEST] [info] [pid:81625] Rsync from 'rsync://opensqa.suse.de/tests' to '/var/lib/open
sqa/cache/opensqa.suse.de', request #51165 sent to Cache Service
[2021-07-07T21:36:54.0341 CEST] [info] [pid:81625] +++ worker notes +++
[2021-07-07T21:36:54.0341 CEST] [info] [pid:81625] End time: 2021-07-07 19:36:54
[2021-07-07T21:36:54.0341 CEST] [info] [pid:81625] Result: timeout
```

so the iso is correctly downloaded in request #51162 and then a request for syncing tests is triggered in request #51165

On malbec in journalctl -u opensqa-worker-cacheservice-minion.service I find

```
Jul 07 20:37:34 malbec opensqa-worker-cacheservice-minion[16175]: [88318] [i] [#51162] Downloading: "SLE-15-SP1
-Installer-DVD-ppc64le-GM-DVD1.iso"
Jul 07 20:37:34 malbec opensqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/opensqa/cache/lost+foun
d): Permission denied
Jul 07 20:37:34 malbec opensqa-worker-cacheservice-minion[16175]: at /usr/lib/perl5/vendor_perl/5.26.1/Mojo/Fi
le.pm line 74.
Jul 07 20:37:34 malbec opensqa-worker-cacheservice-minion[16175]: [88318] [i] [#51162] Cache size of "/var/lib/
opensqa/cache" is 46GiB, with limit 50GiB
Jul 07 20:37:34 malbec opensqa-worker-cacheservice-minion[16175]: [88318] [i] [#51162] Downloading "SLE-15-SP1-
Installer-DVD-ppc64le-GM-DVD1.iso" from "http://opensqa.suse.de/tests/6393939/asset/iso/SLE-15-SP1>
Jul 07 20:37:35 malbec opensqa-worker-cacheservice-minion[16175]: [88318] [i] [#51162] Content of "/var/lib/ope
nsqa/cache/opensqa.suse.de/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" has not changed, updating >
Jul 07 20:37:35 malbec opensqa-worker-cacheservice-minion[16175]: [88318] [i] [#51162] Finished download
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: [88320] [i] [#51163] Downloading: "SLE-15-SP1
-Installer-DVD-ppc64le-GM-DVD1.iso"
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/opensqa/cache/lost+foun
d): Permission denied
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: at /usr/lib/perl5/vendor_perl/5.26.1/Mojo/Fi
le.pm line 74.
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: [88320] [i] [#51163] Cache size of "/var/lib/
opensqa/cache" is 46GiB, with limit 50GiB
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: [88320] [i] [#51163] Downloading "SLE-15-SP1-
Installer-DVD-ppc64le-GM-DVD1.iso" from "http://opensqa.suse.de/tests/6393945/asset/iso/SLE-15-SP1>
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: [88320] [i] [#51163] Content of "/var/lib/ope
nsqa/cache/opensqa.suse.de/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" has not changed, updating >
Jul 07 20:37:36 malbec opensqa-worker-cacheservice-minion[16175]: [88320] [i] [#51163] Finished download
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: [88321] [i] [#51164] Downloading: "SLE-15-SP1
-Installer-DVD-ppc64le-GM-DVD1.iso"
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/opensqa/cache/lost+foun
d): Permission denied
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: at /usr/lib/perl5/vendor_perl/5.26.1/Mojo/Fi
le.pm line 74.
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: [88321] [i] [#51164] Cache size of "/var/lib/
opensqa/cache" is 46GiB, with limit 50GiB
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: [88321] [i] [#51164] Downloading "SLE-15-SP1-
Installer-DVD-ppc64le-GM-DVD1.iso" from "http://opensqa.suse.de/tests/6393941/asset/iso/SLE-15-SP1>
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: [88321] [i] [#51164] Content of "/var/lib/ope
nsqa/cache/opensqa.suse.de/SLE-15-SP1-Installer-DVD-ppc64le-GM-DVD1.iso" has not changed, updating >
Jul 07 20:37:37 malbec opensqa-worker-cacheservice-minion[16175]: [88321] [i] [#51164] Finished download
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: [91671] [i] [#51168] Downloading: "SLES-15-SP
3-ppc64le-Installtest.qcow2"
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/opensqa/cache/lost+foun
d): Permission denied
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: at /usr/lib/perl5/vendor_perl/5.26.1/Mojo/Fi
le.pm line 74.
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: [91671] [i] [#51168] Cache size of "/var/lib/
opensqa/cache" is 46GiB, with limit 50GiB
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: [91671] [i] [#51168] Downloading "SLES-15-SP3
-ppc64le-Installtest.qcow2" from "http://opensqa.suse.de/tests/6394566/asset/hdd/SLES-15-SP3-ppc64>
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: [91671] [i] [#51168] Content of "/var/lib/ope
nsqa/cache/opensqa.suse.de/SLES-15-SP3-ppc64le-Installtest.qcow2" has not changed, updating last use
Jul 07 21:15:19 malbec opensqa-worker-cacheservice-minion[16175]: [91671] [i] [#51168] Finished download
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: [91686] [i] [#51169] Downloading: "SLE-15-SP3
-Full-ppc64le-GM-Medial.iso"
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/opensqa/cache/lost+foun
d): Permission denied
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: at /usr/lib/perl5/vendor_perl/5.26.1/Mojo/Fi
le.pm line 74.
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: [91686] [i] [#51169] Cache size of "/var/lib/
opensqa/cache" is 46GiB, with limit 50GiB
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: [91686] [i] [#51169] Downloading "SLE-15-SP3-
Full-ppc64le-GM-Medial.iso" from "http://opensqa.suse.de/tests/6394566/asset/iso/SLE-15-SP3-Full-p>
Jul 07 21:15:29 malbec opensqa-worker-cacheservice-minion[16175]: [91686] [i] [#51169] Content of "/var/lib/ope
```

```
nqa/cache/openqa.suse.de/SLE-15-SP3-Full-ppc64le-GM-Media1.iso" has not changed, updating last use
Jul 07 21:15:29 malbec openqa-worker-cacheservice-minion[16175]: [91686] [i] [#51169] Finished download
```

so the request for the ISO appears with #51162 and also later requests appear but #51165 is not appearing anymore at all. I suggest we look into how it can happen that the request gets lost from the cacheservice to the minion, or add corresponding logging for that case.

## #2 - 2021-07-12 09:02 - okurz

- Subject changed from Tests timeout with reason 'setup exceeded MAX\_SETUP\_TIME' on osd ppc64le workers auto\_review:"Result: timeout":retry to Tests timeout with reason 'setup exceeded MAX\_SETUP\_TIME' on osd ppc64le workers auto\_review:"Result: timeout":retry size:M

- Description updated

- Status changed from New to Workable

## #3 - 2021-07-13 12:12 - mkittler

- Assignee set to mkittler

## #4 - 2021-07-13 12:40 - mkittler

All of these tests timed out 6 days ago waiting for tests to be synchronized ([2021-07-07T20:37:39.0882 CEST] [info] [pid:81625] Rsync from 'rsync://openqa.suse.de/tests' to '/var/lib/openqa/cache/openqa.suse.de', request #51165 sent to Cache Service).

There's a Minion job for caching tests (<http://localhost:9530/minion/jobs?id=51130> on malbec.arch.suse.de) which has been started 6 days ago and was stuck for 2 days until it failed with result: 'Job terminated unexpectedly (exit code: 0, signal: 15)'. There are also more of these failures from several months ago. More recent jobs have all succeeded.

So I guess I'll have to find out why these tasks can get stuck. Unfortunately the logs are not very helpful:

```
martchus@malbec:~> sudo journalctl --no-pager -u openqa-worker-cacheservice-minion | grep -i 51130
Jul 07 14:13:14 malbec openqa-worker-cacheservice-minion[16175]: [54325] [i] [#51130] Sync: "rsync://openqa.suse.de/tests" to "/var/lib/openqa/cache/openqa.suse.de"
Jul 07 14:13:14 malbec openqa-worker-cacheservice-minion[16175]: [54325] [i] [#51130] Calling: rsync -avHP rsync://openqa.suse.de/tests/ --delete /var/lib/openqa/cache/openqa.suse.de/tests/
```

Before the service is stopped we see this:

```
Jul 09 05:19:55 malbec openqa-worker-cacheservice-minion[16175]: [124176] [i] [#51254] Sync: "rsync://openqa.suse.de/tests" to "/var/lib/openqa/cache/openqa.suse.de"
Jul 09 05:19:55 malbec openqa-worker-cacheservice-minion[16175]: [124176] [i] [#51254] Calling: rsync -avHP rsync://openqa.suse.de/tests/ --delete /var/lib/openqa/cache/openqa.suse.de/tests/
Jul 09 05:20:05 malbec openqa-worker-cacheservice-minion[16175]: [124176] [i] [#51254] Finished sync: 0
Jul 09 07:16:12 malbec systemd[1]: Stopping OpenQA Worker Cache Service Minion...
Jul 09 07:16:12 malbec openqa-worker-cacheservice-minion[16175]: rsync error: received SIGINT, SIGTERM, or SIG HUP (code 20) at rsync.c(642) [generator=3.1.3]
Jul 09 07:16:12 malbec openqa-worker-cacheservice-minion[16175]: rsync error: received SIGUSR1 (code 19) at main.c(1455) [receiver=3.1.3]
Jul 09 07:16:18 malbec openqa-worker-cacheservice-minion[16175]: [16175] [i] Worker 16175 stopped
Jul 09 07:16:18 malbec systemd[1]: openqa-worker-cacheservice-minion.service: Main process exited, code=exited, status=144/n/a
Jul 09 07:16:18 malbec systemd[1]: Stopped OpenQA Worker Cache Service Minion.
```

---

so the request for the ISO appears with #51162 and also later requests appear but #51165 is not appearing anymore at all. I suggest we look into how it can happen that the request gets lost from the cacheservice to the minion, or add corresponding logging for that case.

Looks like #51165 (and Minion jobs mentioned in the other openQA jobs) already have been cleaned up from the Minion dashboard. However, I suppose these jobs are not relevant anyways because #51130 was doing the real download. So the other jobs have just been telling the worker that the real download is happening within #51130 and therefore didn't produce any logs. Not sure whether we should add logging for this.

---

```
Jul 07 20:37:34 malbec openqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/openqa/cache/lost+found): Permission denied
```

These log lines are likely not causing the problem. However, I've removed the lost+found directory which was empty (and only readable by root). We don't have such a directory on other workers so it has likely been created by accident.

## #5 - 2021-07-13 14:33 - mkittler

- Status changed from Workable to In Progress

I'm still not sure why this happens but likely adding rsync's --timeout option helps here. PR: <https://github.com/os-autoinst/openQA/pull/4043>

**#6 - 2021-07-13 18:34 - okurz**

mkittler wrote:

```
Jul 07 20:37:34 malbec openqa-worker-cacheservice-minion[16175]: Can't opendir(/var/lib/openqa/cache/lost+found): Permission denied
```

These log lines are likely not causing the problem. However, I've removed the lost+found directory which was empty (and only readable by root). We don't have such a directory on other workers so it has likely been created by accident.

The directory lost+found is automatically created on any ext filesystem and is only readable by root, that is correct. We should not try to read it at all. Better if we avoid reading it within our code, e.g. either not try to read all directories within the cache dir or if that is not feasible then at least explicitly exclude "lost+found" ... or catch the error message and pipe it to /dev/null

**#7 - 2021-07-14 04:09 - openqa\_review**

- Due date set to 2021-07-28

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

**#8 - 2021-07-14 13:08 - mkittler**

- Status changed from In Progress to Feedback

PR for the lost+found error: <https://github.com/os-autoinst/openQA/pull/4048>

Note that this error being logged has nothing to do with the problem from the ticket description. It is only a disturbing log message without any impact on the behavior of the cache service (apart from that directory not being taken into account).

The PR for adding an inactivity timeout for the Minion job has been merged and deployed. So far select jobs.id,result\_dir,t\_finished,host,instance from jobs join workers on jobs.assigned\_worker\_id=workers.id where reason ~ 'timeout: setup exceeded' and t\_started >= '2021-07-14T11:40' order by t\_finished; returns no results. I'll check again later in a few days. (However, judging by the failures on the worker's Minion dashboard the problem only happened about once a month.)

**#9 - 2021-07-14 13:12 - okurz**

mkittler wrote:

PR for the lost+found error: <https://github.com/os-autoinst/openQA/pull/4048>

Note that this error being logged has nothing to do with the problem from the ticket description. It is only a disturbing log message without any impact on the behavior of the cache service (apart from that directory not being taken into account).

agreed.

The PR for adding an inactivity timeout for the Minion job has been merged and deployed. So far select jobs.id,result\_dir,t\_finished,host,instance from jobs join workers on jobs.assigned\_worker\_id=workers.id where reason ~ 'timeout: setup exceeded' and t\_started >= '2021-07-14T11:40' order by t\_finished; returns no results. I'll check again later in a few days. (However, judging by the failures on the worker's Minion dashboard the problem only happened about once a month.)

+1

**#10 - 2021-07-15 12:25 - mkittler**

Now both PRs have been merged. The query still returns no results.

**#11 - 2021-07-20 09:53 - mkittler**

So far the problem isn't occurring anymore.

**#12 - 2021-07-20 13:20 - okurz**

ok, what's your plan?

**#13 - 2021-07-22 16:18 - mkittler**

It is still not happening anymore. The plan is to keep it in feedback for a while because the problem only occurred once a month or so. But we can also just close the ticket (and possibly re-open it if it occurs again).

**#14 - 2021-07-22 17:02 - okurz**



As an alternative you can consider introducing an alert because users can likely not do something useful when jobs run into setup timeout

## #15 - 2021-07-28 11:30 - mkittler

Not sure whether it is worth adding an alert. Making it useful, e.g. to contain relevant job IDs (and not just the count) might not be that trivial.

Note that a similar problem occurred again:

```
openqa=> select jobs.id,result_dir,t_finished,host,instance from jobs join workers on jobs.assigned_worker_id=
workers.id where reason ~ 'timeout: setup exceeded' and t_started >= '2021-07-14T11:40' order by t_finished;
  id      |          t_finished          |      host      | instance
-----+-----+-----+-----
6578161 | 2021-07-27 05:40:56 | openqaworker6 | 17
(1 Zeile)
```

<https://openqa.suse.de/tests/6578161>

The history doesn't go far enough to tell whether there's a failed cache\_tests Minion job (or a passed one which took extraordinarily long). That's all the log has to say:

```
Jul 27 07:42:38 openqaworker6 openqa-worker-cacheservice-minion[31438]: [37967] [i] [#4278] Sync: "rsync://openqa.suse.de/tests" to "/var/lib/openqa/cache/openqa.suse.de"
Jul 27 07:42:38 openqaworker6 openqa-worker-cacheservice-minion[31438]: [37967] [i] [#4278] Calling: rsync -av HP --timeout 1800 rsync://openqa.suse.de/tests/ --delete /var/lib/openqa/cache/openqa.suse.de/tests/
```

So the timeout parameter is passed as expected.

According to the timestamps of the job's log the setup already took already ~50 minutes *before* the rsync request:

```
[2021-07-27T06:40:55.0658 CEST] [info] [pid:30484] +++ setup notes +++
[2021-07-27T06:40:55.0658 CEST] [info] [pid:30484] Running on openqaworker6:17 (Linux 5.3.18-lp152.84-default #1 SMP Tue Jul 20 23:04:11 UTC 2021 (baaeecf) x86_64)
[2021-07-27T06:40:55.0668 CEST] [debug] [pid:30484] Found HDD_1, caching SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2
[2021-07-27T06:40:55.0671 CEST] [info] [pid:30484] Downloading SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2, request #4149 sent to Cache Service
[2021-07-27T06:51:31.0843 CEST] [info] [pid:30484] Download of SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2 processed:
[info] [#4149]
Cache size of "/var/lib/openqa/cache" is 48GiB, with limit 50GiB
[info] [#4149]
Downloading "SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2" from "http://openqa.suse.de/tests/6578161/asset/hdd/SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2"
[info] [#4149]
Size of "/var/lib/openqa/cache/openqa.suse.de/SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2" is 2.5GiB, with ETag ""9d050000-5c812f9f306d1""
[info] [#4149]
Download of "/var/lib/openqa/cache/openqa.suse.de/SLES-15-SP3-x86_64-mru-install-desktop-with-addons-Build20210727-1.qcow2" successful, new cache size is 49GiB

[2021-07-27T06:51:31.0855 CEST] [debug] [pid:30484] Found ISO, caching SLE-15-SP3-Full-x86_64-GM-Media1.iso
[2021-07-27T06:51:31.0858 CEST] [info] [pid:30484] Downloading SLE-15-SP3-Full-x86_64-GM-Media1.iso, request #4187 sent to Cache Service
[2021-07-27T07:37:30.0997 CEST] [info] [pid:30484] Download of SLE-15-SP3-Full-x86_64-GM-Media1.iso processed:
[info] [#4187]
Cache size of "/var/lib/openqa/cache" is 50GiB, with limit 50GiB
[info] [#4187]
Downloading "SLE-15-SP3-Full-x86_64-GM-Media1.iso" from "http://openqa.suse.de/tests/6578161/asset/iso/SLE-15-SP3-Full-x86_64-GM-Media1.iso"
[info] [#4187]
Cache size 49GiB + needed 11GiB exceeds limit of 50GiB, purging least used assets
[info] [#4187]
Purging "/var/lib/openqa/cache/openqa.suse.de/SLED-15-SP3-x86_64-GM-gnome.qcow2" because we need space for new assets, reclaiming 2.6GiB
[info] [#4187]
Purging "/var/lib/openqa/cache/openqa.suse.de/SLE-12-SP5-SAP-DVD-x86_64-GM-DVD1.iso" because we need space for new assets, reclaiming 3.9GiB
[info] [#4187]
Purging "/var/lib/openqa/cache/openqa.suse.de/SLES-12-SP4-x86_64-mru-install-minimal-with-addons-Build20210726-1-Server-DVD-Updates-64bit.qcow2" because we need space for new assets, reclaiming 1.1GiB
[info] [#4187]
```

Purging "/var/lib/openqa/cache/openqa.suse.de/SLE-15-SP4-Full-x86\_64-Build16.3-Media1.iso" because we need space for new assets, reclaiming 11GiB

[info] [#4187]

Size of "/var/lib/openqa/cache/openqa.suse.de/SLE-15-SP3-Full-x86\_64-GM-Media1.iso" is 11GiB, with ETag ""2d7b00000-5c2d3a3560f9a""

[info] [#4187]

Download of "/var/lib/openqa/cache/openqa.suse.de/SLE-15-SP3-Full-x86\_64-GM-Media1.iso" successful, new cache size is 42GiB

[2021-07-27T07:37:31.0002 CEST] [info] [pid:30484] Rsync from 'rsync://openqa.suse.de/tests' to '/var/lib/openqa/cache/openqa.suse.de', request #4278 sent to Cache Service

[2021-07-27T07:40:55.0720 CEST] [info] [pid:30484] +++ worker notes +++

[2021-07-27T07:40:55.0720 CEST] [info] [pid:30484] End time: 2021-07-27 05:40:55

[2021-07-27T07:40:55.0720 CEST] [info] [pid:30484] Result: timeout

[2021-07-27T07:40:55.0726 CEST] [info] [pid:37617] Uploading autoinst-log.txt

There are no timeouts, though. So I guess this worker really just suffered from very slow downloads at this point and it was *not* just rsync hanging forever. Not sure whether we can do something about it. (We restart such jobs already anyways via `job_done_hook_timeout_exceeded = env host=openqa.suse.de /opt/os-autoinst-scripts/openqa-label-known-issues-hook.`)

#### #16 - 2021-07-29 08:09 - okurz

- Related to coordination #96185: [\[epic\] Multimachine failure rate increased added](#)

#### #17 - 2021-07-29 09:16 - okurz

As discussed we should do the following

- Add an alert if there is any non-restarted job exceeding `max_setup_time` (similar to what we already have for incomplete job monitoring), maybe with a hint in the description what SQL query to run to find out the job and find logs from there -> [#96254](#)
- Apply a higher `MAX_SETUP_TIME` applicable for the *complete* OSD infrastructure, e.g. add to every worker config entry -> [#96257](#)
- *DONE*: Add a feature request for "configuration applicable to all jobs for one openQA instance", e.g. add to [#65271](#) with a link back here -> [#65271#note-69](#)

#### #18 - 2021-07-29 09:19 - okurz

- Copied to action #96254: Tests timeout with `MAX_SETUP_TIME` - Add an alert if there is any non-restarted job exceeding `max_setup_time` added

#### #19 - 2021-07-29 09:20 - okurz

- Copied to action #96257: Tests timeout with `MAX_SETUP_TIME` on `osd` - Apply a higher `MAX_SETUP_TIME` applicable for the *complete* OSD infrastructure, e.g. add to every worker config entry added

#### #20 - 2021-07-29 09:20 - okurz

- Due date deleted (2021-07-28)

- Status changed from *Feedback* to *Resolved*