

## QA - action #98919

action # 98673 (Blocked): [retro] Unhandled alert about job queue for nearly a day, users brought it up in chat, should have been picked up sooner  
size:S

### Improve alert handling - slack notifications

2021-09-20 12:57 - okurz

<b>Status:</b>	Feedback	<b>Start date:</b>	2021-09-20
<b>Priority:</b>	Low	<b>Due date:</b>	2022-02-04
<b>Assignee:</b>	nicksinger	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Ready		
<b>Description</b>			
<b>Related issues:</b>			
Related to QA - action #102059: Integrate the Slack feed notifications featur...		<b>Resolved</b>	<b>2021-11-08</b> <b>2021-11-19</b>
Copied from QA - action #98916: Improve alert handling - weekly alert duty		<b>Resolved</b>	<b>2021-10-04</b>

### History

#### #1 - 2021-09-20 12:57 - okurz

- Copied from action #98916: Improve alert handling - weekly alert duty added

#### #2 - 2021-09-20 13:03 - nicksinger

- Status changed from New to In Progress

<https://grafana.com/docs/grafana/latest/alerting/old-alerting/notifications/#slack> mentions the native integration in grafana. I'm now following <https://api.slack.com/bot-users> to request a bot user for our workspace and channel from the "workspace admins".

#### #3 - 2021-09-20 13:06 - nicksinger

- Status changed from In Progress to Blocked

Request to install openQA monitoring: Hello dear Admins! For our tools-team inside the QA department we want to try out slack as notification platform for our Alerts (see <https://progress.opensuse.org/issues/98919>). I kindly request this bot account so we could try out what is offers and if it fits our needs.

Request now pending.

#### #4 - 2021-09-22 20:57 - okurz

I see one problem with grafana alerts in slack: We would still need to react to a lot of different projects by email, e.g. gitlab CI pipelines. Is it realistic to find slack notifications for all of these as well?

#### #5 - 2021-09-24 13:27 - nicksinger

I asked in <https://suse.slack.com/archives/C029GP8DCDA/p1632489599077000> if there is anything more I need to provide.

I see one problem with grafana alerts in slack: We would still need to react to a lot of different projects by email, e.g. gitlab CI pipelines. Is it realistic to find slack notifications for all of these as well?

I'd start simple now by moving one single source into slack. If it works out we can see if we can implement notifications for other projects/sources too

#### #6 - 2021-09-27 07:11 - okurz

I agree. I don't see this as a stopper. Merely something to keep in mind. Also, so far grafana alerts are likely more critical. Pipeline failures are either concerning surrounding, less critical ecosystem tools or delivery pipelines that can be monitored as part of development work.

#### #7 - 2021-09-28 06:37 - nicksinger

okurz wrote:

I agree. I don't see this as a stopper. Merely something to keep in mind. Also, so far grafana alerts are likely more critical. Pipeline failures are either concerning surrounding, less critical ecosystem tools or delivery pipelines that can be monitored as part of development work.

Another Idea which comes to mind: check pipeline-status by grafana and trigger alerts this way. Unfortunately I didn't receive a reply in [#help-slack](#), I asked a [second time](#) before I will try to reach out to my manager with this.

**#8 - 2021-10-05 09:13 - nicksinger**

I got an answer from Andrew Rutherford in [#help-slack](#) and also in a private message. It takes some time before this process is completed but it is not stuck according to him.

**#9 - 2021-10-05 09:28 - okurz**

- Due date changed from 2021-10-04 to 2022-02-04
- Priority changed from Normal to Low

ok, fine. We can wait. Updating prio and due-date accordingly.

**#10 - 2021-11-08 10:35 - okurz**

- Related to action #102059: Integrate the Slack feed notifications feature for progress queries added

**#11 - 2021-11-16 15:45 - okurz**

- Status changed from Blocked to Feedback

[nicksinger](#) where can we check the current status? Currently reading the latest comments here there is no other ticket to track, right? So in that case "Feedback" would be better meaning that recurringly we need to check again what's the current status.

**#12 - 2021-11-18 10:02 - nicksinger**

Feedback is fine for me :) I asked "Andrew Rutherford" once again. Apparently some mail got missing which he forwarded again to me with two documents with questions to fill out. One word-file, one powerpoint-file. After I fill these there seems to be some kind of committee deciding if the app can be approved. I will update you once the further process is clear to me.