New issue

Stuck scans processes on endpoints #232

🕐 **Closed** | **David-Breton** opened this issue on 15 Mar · 16 comments

Assignees	⠿
Labels	**ILMT** **external component**

🔲 **David-Breton** commented on 15 Mar

Geo, Market, Account, triname	MEA, MEA, Etihad Airways, EAW
Requester email address	david.breton@ibm.com
Technical contact email address^	david.breton@ibm.com
Evidence Job run URL^ *(Verbosity=3)*	https://ansible-tower.ocp3.sr1.eu1.sp.ibm.local/#/jobs/playbook/2387597?job_search=page_size:20;order_by:-finished;not__launch_type:sync

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Evidence Job run log file^ *(Verbosity=3)*	job_2387597.txt
Used Branch name & Commit ID^	master
Steps to reproduce the behavior^	Normal scheduled execution
Expected behavior^	Scan to complete successfully
Observed behavior^	Scans are getting stuck on the servers
Detailed description	Scan process are getting stuck on the endpoint. After some troubleshoot we saw that the rpm command is not completing hense the execution is never completed.

We understand in some cases the rpm database could be corrupt causing this issue, but the scan should be able to identify this problem and stop trying to execute more scans on the server.

Stuck scans from several days:

```
[eawuxat1ser@eawvorsoaap023s ~]$ ps -fea | grep ansible
root       36428  36409  0 Mar05 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/CIT/scan_aic.sh /var/opt/ansible/GTS/ILMT
root       36501  36428  0 Mar05 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       36646  36501  0 Mar05 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       36647  36646  0 Mar05 ?        00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/ansible/GTS/ILMT/config/sw_config.xml -
ar/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansible/GTS/ILMT/work/catalog_scan.xml -e /var/opt/ansible/GTS/ILMT/logs/catalog_
_CIT_warnings.log
eawuxat+   70320  69642  0 17:14 pts/8    00:00:00 /bin/sh -c sudo -H -S -n  -u root /bin/sh -c 'echo BECOME-SUCCESS-lcufceywodlfaavunmcjeiwqmexqlv
 /usr/bin/python /home/eawuxat1ser/.ansible/tmp/ansible-tmp-1615814079.53-213-251733904175336/AnsiballZ_command.py' && sleep 0
root       70386  70320  0 17:14 pts/8    00:00:00 sudo -H -S -n -u root /bin/sh -c echo BECOME-SUCCESS-lcufceywodlfaavunmcjeiwqmexqlwap ; /usr/bin
hon /home/eawuxat1ser/.ansible/tmp/ansible-tmp-1615814079.53-213-251733904175336/AnsiballZ_command.py
root       70387  70386  0 17:14 pts/8    00:00:00 /bin/sh -c echo BECOME-SUCCESS-lcufceywodlfaavunmcjeiwqmexqlwap ; /usr/bin/python /home/eawuxat1
.ansible/tmp/ansible-tmp-1615814079.53-213-251733904175336/AnsiballZ_command.py
root       70388  70387  0 17:14 pts/8    00:00:00 /usr/bin/python /home/eawuxat1ser/.ansible/tmp/ansible-tmp-1615814079.53-213-251733904175336/Ans
lZ_command.py
root       70393  70388  0 17:14 pts/8    00:00:00 /bin/sh ./scan_aic.sh /var/opt/ansible/GTS/ILMT
root       70415  70393  0 17:14 pts/8    00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       70576  70415  0 17:15 pts/8    00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       70577  70576  0 17:15 pts/8    00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/ansible/GTS/ILMT/config/sw_config.xml -
ar/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansible/GTS/ILMT/work/catalog_scan.xml -e /var/opt/ansible/GTS/ILMT/logs/catalog_
_CIT_warnings.log
eawuxat+   77826  45085  0 18:22 pts/7    00:00:00 grep --color=auto ansible
root       82188  82175  0 Mar12 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/CIT/scan_aic.sh /var/opt/ansible/GTS/ILMT
root       82266  82188  0 Mar12 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       82615  82266  0 Mar12 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root       82616  82615  0 Mar12 ?        00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/ansible/GTS/ILMT/config/sw_config.xml -
ar/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansible/GTS/ILMT/work/catalog_scan.xml -e /var/opt/ansible/GTS/ILMT/logs/catalog_
_CIT_warnings.log
```

Stuck rpm commands:

```
[eawuxat1ser@eawvorsoaap023s ~]$ ps -fea | grep rpm
root         791      1  0 05:01 ?        00:00:00 rpm -qi cbsensor
root       23521  23501  0 Mar11 ?        00:00:00 rpm -qa
root       23945      1  0 Jan24 ?        00:00:00 sh rpm.sh
root       23986  23945  0 Jan24 ?        00:00:00 rpm -qa --queryformat __PKG_1__RPMPackage__PKG_2____PKG_1__Name__PKG_2__%{NAME}__PKG_1__
__PKG_1__Version__PKG_2__%{VERSION}-%{RELEASE}__PKG_1__/Version__PKG_2____PKG_1__Vendor__PKG_2__%{VENDOR}__PKG_1__/Vendor__PKG_2____PKG_
on__PKG_2__%{SUMMARY}__PKG_1__/Description__PKG_2____PKG_1__/RPMPackage__PKG_2__
root       24062  24060  0 Jan24 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
root       24588      1  0 Mar11 ?        00:00:00 rpm -qa
root       24621  23358  0 Mar11 ?        00:00:00 rpm -qa sav*
root       24794  23358  0 Mar11 ?        00:00:00 rpm -qa --last
root       26632      1  0 Feb03 ?        00:00:00 rpm -qa
root       35649      1  0 Mar09 ?        00:00:00 rpm -qa
root       36742  36647  0 Mar05 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
root       37275      1  0 11:38 ?        00:00:00 rpm -qa
root       38080      1  0 11:49 ?        00:00:00 rpm -qa sav*
root       38200      1  0 11:51 ?        00:00:00 rpm -qa --last
root       43784      1  0 Mar02 ?        00:00:00 rpm -qi cbsensor
root       54737      1  0 Feb12 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
root       55995      1  0 Feb25 ?        00:00:00 rpm -qi cbsensor
root       66704      1  0 Feb19 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
root       69129      1  0 Mar02 ?        00:00:00 rpm -qi cbsensor
root       70625  70577  0 17:15 pts/8    00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
eawuxat+   77848  45085  0 18:22 pts/7    00:00:00 grep --color=auto rpm
root       82626  82616  0 Mar12 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
?]?[%{DISTRIBUTION}?]??
root       91135      1  0 Mar03 ?        00:00:00 rpm -qi cbsensor
root       97177      1  0 Feb26 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
```

|

^ - mandatory fields. Bug report can not be processed until this information is provided.

😄

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kishore-nalam commented on 15 Mar   `Member`

@**David-Breton** Can you run aic_troubleshoot playbook with troubleshooting_collector set to true in the extra variables section ? This will upload a ilmt troublshoot logs and cit troubleshoot logs to SFS. Please attach them to the issue for us to guide you further.

😄

David-Breton commented on 16 Mar   Author

Hello Kishore, thanks attached the requested document

[(eaw)CIT_troubleshoot_job2396496_time20210316_065334.zip](#)

😄

kishore-nalam commented on 16 Mar   Member

@David-Breton

1. Update your ILMT/CIT project scm references to 3.2.2
2. Upgrade your scanners and catalogs to latest versions . use aic_upgrade playbook. Refer documentation on the variables etc. https://github.ibm.com/Ansible-ILMT-CIT/aic_v3_docs/blob/master/AIC_Installation_Guide.md#46-optional-create-job-template-for-aic-upgrade
3. aic_setup playbook to set schedule to a nearest one.
4. Once scan finishes, run aic_scan_validator playbook. All good ?
5. Run the aic_fetch_scan_results.

Pls re-open if still issue persists.

😄

kishore-nalam closed this on 16 Mar

👤 **kishore-nalam** self-assigned this on 16 Mar

David-Breton commented on 16 Mar   Author

Upgrade Job Run:
https://ansible-tower.ocp3.sr1.eu1.sp.ibm.local/#/jobs/playbook/2399958?job_search=page_size:20;order_by:-finished;not__launch_type:sync

Pre-Setup Troubleshoot Job Run:

https://ansible-tower.ocp3.sr1.eu1.sp.ibm.local/#/jobs/playbook/2400205?
job_search=page_size:20;order_by:-finished;not__launch_type:sync

(eaw)CIT_troubleshoot_job2400205_time20210316_124334.zip

Setup Job Run:

https://ansible-tower.ocp3.sr1.eu1.sp.ibm.local/#/jobs/playbook/2400400?
job_search=page_size:20;order_by:-finished;not__launch_type:sync

Post-Setup Troubleshoot Job Run:

https://ansible-tower.ocp3.sr1.eu1.sp.ibm.local/#/jobs/playbook/2400438?
job_search=page_size:20;order_by:-finished;not__launch_type:sync

(eaw)CIT_troubleshoot_job2400438_time20210316_130947.zip

😃

David-Breton commented on 16 Mar   Author

3. aic_setup playbook to set schedule to a nearest one.
   Scan was configured to run Tuesday 17:15, evidence that the scan started on time:

Will wait until tomorrow to check the scan process status and confirm if it completed or not.

Remember this issue was raised because the processes executed by the scan never completes.

😃

David-Breton commented on 17 Mar   Author

As expected, upgrading didnt fix the reported issue.
Approx 20 hours later Scan never completed and rpm command still running, hence reopening issue.

```
[eawuxat1ser@eawvorsoaap023s ~]$ ps -fea | grep -i ansible
eawuxat+ 105755 105653  0 13:35 pts/0    00:00:00 grep --color=auto -i ansible
root     122531 122529  0 Mar16 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/CIT/scan_aic.sh /var/opt/ansibl
e/GTS/ILMT
root     122560 122531  0 Mar16 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root     122685 122560  0 Mar16 ?        00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
root     122686 122685  0 Mar16 ?        00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/ans
ible/GTS/ILMT/config/sw_config.xml -i /var/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansib
le/GTS/ILMT/work/catalog_scan.xml -e /var/opt/ansible/GTS/ILMT/logs/catalog_scan_CIT_warnings.log
[eawuxat1ser@eawvorsoaap023s ~]$ ps -fea | grep -i rpm | grep "Mar16"
root     122701 122686  0 Mar16 ?        00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?
%{VENDOR}?%{INSTALLTIME:date}?%{SUMMARY}?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%
{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?[%{DIRNAMES}?]?[%{DISTRIBUTION}?]??
[eawuxat1ser@eawvorsoaap023s ~]$
```

😃

David-Breton commented on 17 Mar   `Author`

@**kishore-nalam** Can you please reopen the issue. Above evidence that proposed process didnt resolve the issue.

😃

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kishore-nalam reopened this on 17 Mar

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kishore-nalam commented on 17 Mar   `Member`

@**David-Breton** , Please contact @**shankar-popuri** and schedule a webex meeting to go over the issue.

😃

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shankar-popuri commented 27 days ago   `Member`

@**David-Breton** - Thank you for taking time to discuss the issue. As agreed:

1. we will consider including a feature to not trigger an AIC scan if one is already running on the endpoint. 9.2.24 is the scanner version we plan to include this in.
2. we request you to investigate further to find the underlying cause for "rpm -qa" getting stuck on the endpoint(even without AIC scan) and also any common patterns you might observe for the endpoints experience this behavior such as OS versions etc.

With this agreement, let us know if we can close this issue for now. Thank you.

😃

kishore-nalam closed this 22 days ago

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kishore-nalam commented 22 days ago   Member

Brief -- RPM issue on the endponts.

😃

David-Breton commented 22 days ago   Author

@**kishore-nalam** Hello Kishore this is not a good summary of the issue.

The scripts should not execute more scans and more rpm commands if there is already one running from the last execution. This is an issue with the Scans not with the endpoints.

😃

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kishore-nalam commented 22 days ago   Member

@**bharatchaudhari** could you help here with PMR opening process to ILMT product team please.

😃

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kishore-nalam reopened this 22 days ago

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bharatchaudhari commented 21 days ago   Collaborator

please share me ILMT\logs, issue raised for iLMT SW scan however I can see troubleshoot data only for CIT.

😃

David-Breton commented 21 days ago   Author

@**bharatchaudhari** Please read the explanation in detail, this issue has nothing to do with the Playbook execution. It was all explained to shankar-popuri in a live demo.

In summary, AIC has scheduled scans (either ILMT or CIT) that triggers rpm commands. Regardless if the past execution of the same scan completed, could be one week one month, it will execute again.

This will accumulate processes on servers, which is unacceptable for production instances.

😄

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jack-healy commented 21 days ago   Collaborator

I agree with **@kishore-nalam** that this should be raised as a PMR to the ILMT product team, as they own the scanners.

They should be able to investigate to confirm why the scans are taking so long and make any appropriate recommendations / bugfixes as required

I would suggest that the ticket should be owned by **@David-Breton** or someone on the account team, so that they and the product team can work directly on this together rather than having someone in the middle passing on requests for information and any responses etc.

😄

🏷️ **kishore-nalam** added `ILMT` and removed `Ansible Tower` labels 19 days ago

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kishore-nalam commented 11 days ago   Member

@David-Breton please reach out to **@bharatchaudhari** if you need any help on raising a ILMT product issue. Closing the issue here.

😄

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kishore-nalam closed this 11 days ago

Assignees

kishore-nalam

Labels

ILMT

external component

Projects

None yet

Milestone

No milestone

Linked pull requests

Successfully merging a pull request may close this issue.

None yet

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5 participants