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New issue

Stuck scans processes on endpoints #232

(F) Closed

David-Breton opened this issue on 15 Mar · 16 comments

Assignees

4

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;notlaunch_type:sync

| 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:

Stuck rpm commands:

```
uxat1ser@eawvorsoaap023s ~]$ ps -fea | grep rpm

      wuxatiser@eawvorsoaap023s ~|$ ps -fea | grep rpm
      791 1 0 05:01 ? 00:00:00 rpm -qi cbsensor

      t 23521 23501 0 Mar11 ? 00:00:00 rpm -qa
      00:00:00 rpm -qa

      t 23945 1 0 Jan24 ? 00:00:00 sh rpm -sh
      00:00:00 rpm -qa --queryformat _ PKG_1 _ RPMPackage _ PKG_2 _ PKG_1 _ Name _ PKG_2 $ (NAME) _ PKG_1 _ PKG_1 _ PKG_1 _ PKG_2 _ PKG_1 _ Version _ PKG_2 _ PKG_1 _ Version_ PKG_2 _ PKG_1 _ Version_ PKG_2 _ PKG_1 _ Version_ PKG_2 _ PKG_2 _ PKG_2 _ PKG_3 _ Version_ PKG_2 _ PKG_3 _ Version_ PKG_2 _ PKG_3 _ Version_ PKG_3 PKG_3 _ Version
  Qdd | Tarley | Tarley
 ?]?[%{DISTRIBUTION}?]??
                                                                                                                                                                          00:00:00 rpm -qa

00:00:00 rpm -qa sav*

00:00:00 rpm -qa --last

00:00:00 rpm -qa

00:00:00 rpm -qa

00:00:00 rpm -qa --quer
                                      24588 1 0 Mar11 ?
24621 23358 0 Mar11 ?
24794 23358 0 Mar11 ?
26632 1 0 Feb03 ?
35649 1 0 Mar09 ?
 coot 36742 36647 0 Mar05 ? 00:00:00 rpm -qa --queryformat %(NAME)?%(VERSION)?%(RELEASE)?%(VENDOR)?%(INSTALLTIME:date
?[%(REQUIRENAME)?]?[%(REQUIREVERSION)?]?[%(REQUIREFLAGS:depflags)?]?[%(CONFLICTNAME)?]?[%(CONFLICTVERSION)?]?[%(CONFLICTFLAGS:depflags)?]?
?[%{REQUIRENAME}?]?[%{REQUIRENAME}?]?[%{REQUIRENAME}?]??

?]?[%{DISTRIBUTION}?]??

root 37275 1 0 11:38 ?

root 38080 1 0 11:49 ?

root 38200 1 0 11:51 ?

root 43784 1 0 MarO2 ?

root 54737 1 0 Febl2 ?
 oot 55995 1 0 Feb25 ? 00:00:00 rpm -qi cbsensor

oot 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)?]?
                                       69129 1 0 Mar02 ?
70625 70577 0 17:15 pts/8
                                                                                                                                                                             00:00:00 rpm -qi cbsensor
00:00:00 rpm -qa --queryformat %(NAME)?%(VERSION)?%(ARCH)?%(RELEASE)?%(VENDOR)?%(INSTALLTIME:date
 P[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[%(CONFLICTNAME}?]?[%(CONFLICTVERSION)?]?[%(CONFLICTFLAGS:depflags)?]
P[%{DISTRIBUTION}?]??
   awuxat+ 77848 45085 0 18:22 pts/7 00:00:00 grep --color=auto rpm

cot 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
                                                                                     1 0 Mar03 ?
1 0 Feb26 ?
                                                                                                                                                                                                                                    -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR}?%{INSTALLTIME:date
GS:depflags}?]?[%{CONFLICTNAME}?]?[%{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?
```

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



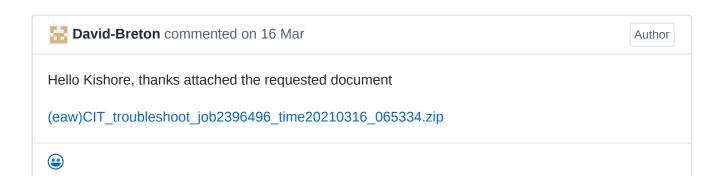
kishore-nalam commented on 15 Mar

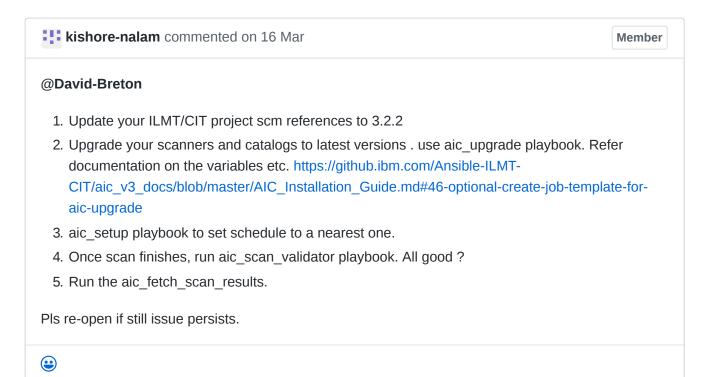
Member

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

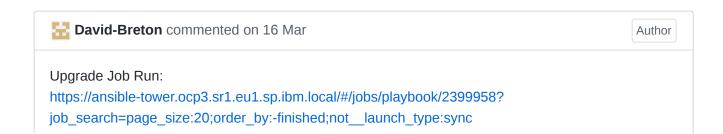


kishore-nalam added Ansible Tower external component labels on 15 Mar





- kishore-nalam closed this on 16 Mar
- kishore-nalam self-assigned this on 16 Mar



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:

```
root@eawvorsoaap023s eawuxat1ser]#
[root@eawvorsoaap023s eawuxat1ser]# ps -fea | grep -i ansible
           122531 122529 0 17:15 ?
                                                       00:00:00 /bin/sh /var/opt/ansible/GTS/CIT/scan aic.sh /var/opt/ansible/GTS/ILM
                                                       00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/ansible/GTS/
          122685 122560 0 17:15 ?
122686 122685 0 17:15 ?
LMT/config/sw_config.xml -i /var/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansible/GTS/ILMT/work/atalog_scan.xml -e /var/opt/ansible/GTS/ILMT/logs/catalog_scan_CIT_warnings.log
coot 123470 95807 0 17:25 pts/9 00:00:00 grep --color=auto -i ansible
[root@eawvorsoaap023s eawuxatlser]# ps -fea | grep -i rpm | grep "17:15"
cot 122701 122686 0 17:15 ? 00:00:00 rpm -ga --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}?%{VENDOR
{CONFLICTVERSION}?]?[%{CONFLICTFLAGS:depflags}?]?[%{DIRNAMES}?]?[%{DISTRIBUTION}?]??
```

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
                                                    00:00:00 /bin/sh /var/opt/ansible/GTS/CIT/scan aic.sh /var/opt/ansib
          122531 122529 0 Mar16 ?
                                                    00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh 00:00:00 /bin/sh /var/opt/ansible/GTS/ILMT/automation/run_sw.sh
          122560 122531 0 Mar16 ?
          122685 122560
root
                                                    00:00:03 /var/opt/ansible/GTS/ILMT/cit/bin/wscansw -s -c /var/opt/an
          122686 122685 0 Mar16 ?
ble/GTS/ILMT/config/sw_config.xml -i /var/opt/ansible/GTS/ILMT/config/CIT_catalog_LINUX.xml -o /var/opt/ansi
e/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"
                                                    00:00:00 rpm -qa --queryformat %{NAME}?%{VERSION}?%{ARCH}?%{RELEASE}
%{VENDOR}?%{INSTALLTIME:date}?%{SUMMARY}?[%{REQUIRENAME}?]?[%{REQUIREVERSION}?]?[%{REQUIREFLAGS:depflags}?]?[
 \texttt{CONFLICTNAME}?]? \texttt{ \{\$(CONFLICTVERSION)?]? \texttt{ \{\$(CONFLICTFLAGS: depflags)?]? \texttt{ \{\$(DIRNAMES)?]? \texttt{ \{\$(DISTRIBUTION)?]?? \texttt{ (Application)?}]? \texttt{ (Application)?}} } \\
eawuxat1ser@eawvorsoaap023s ~]$
```





Author

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



kishore-nalam reopened this on 17 Mar

kishore-nalam commented on 17 Mar

Member

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



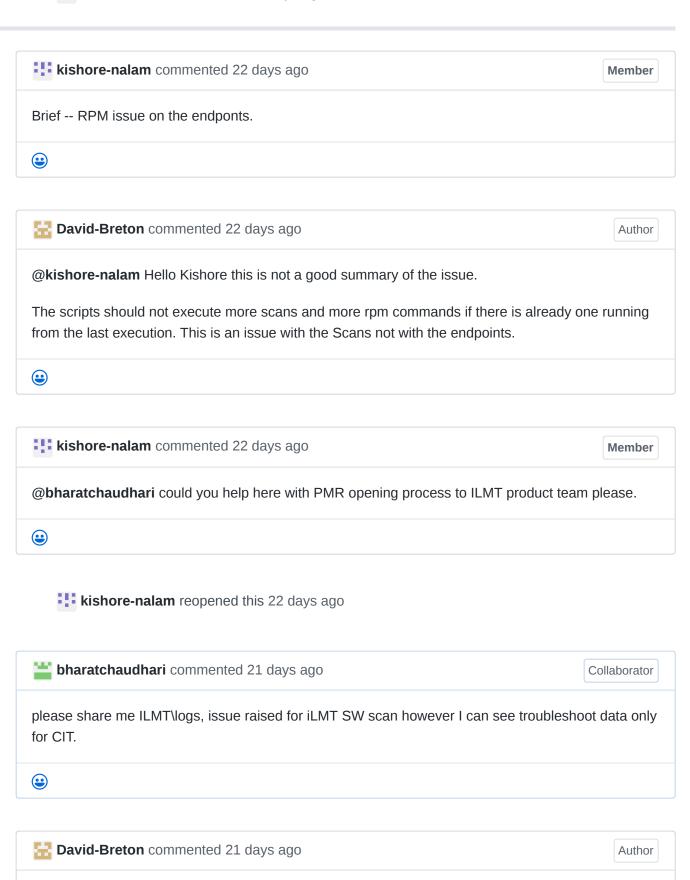
n shankar-popuri commented 27 days ago

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.





@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.





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

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.



kishore-nalam closed this 11 days ago

Assignees



Labels

external component	
Projects	
None yet	
Milestone	
No milestone	
Linked pull requests	
Successfully merging a pull request may close this issue.	
None yet	

5 participants









