

## FreeNAS - Bug #27929

### Error 22:rrdtool failed: ERROR: opening

'/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd': No such file or directory

01/23/2018 09:18 AM - Brandon Golway

<b>Status:</b>	Done	
<b>Priority:</b>	Expected	
<b>Assignee:</b>	Damian Szidiropulosz	
<b>Category:</b>	GUI (new)	
<b>Target version:</b>	Master - FreeNAS Nightlies	
<b>Seen in:</b>	Master - FreeNAS Nightlies	<b>Needs Merging:</b> No
<b>Severity:</b>		<b>Needs Automation:</b> No
<b>Reason for Closing:</b>		<b>Support Suite Ticket:</b> n/a
<b>Reason for Blocked:</b>		<b>Hardware Configuration:</b>
<b>Needs QA:</b>	Yes	<b>ChangeLog Required:</b> No
<b>Needs Doc:</b>	Yes	

#### Description

This error appears as soon as I log into the new UI, it started happening yesterday (well for me, I hadn't updated in about a week), I just updated to the latest nightly, 201801230506, and it still shows up. It shows up every time I go to the **Dashboard** page.

Here's the traceback:

Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middlewareed/main.py", line 150, in call_method
    result = await self.middleware.call_method(self, message)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewareed/main.py", line 904, in call_method
    return await self._call(message['method'], serviceobj, methodobj, params, app=app)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewareed/main.py", line 872, in _call
    return await methodobj(*args)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewareed/schema.py", line 502, in nf
    return await f(*args, **kwargs)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewareed/plugins/stats.py", line 111, in get_data
    raise ValueError('rrdtool failed: {}'.format(err.decode()))
ValueError: rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd': No such file or directory
```

#### Related issues:

Has duplicate FreeNAS - Bug #28000: Error message after logging in.

Closed

01/26/2018

#### History

#1 - 01/23/2018 10:19 AM - Dru Lavigne

- Status changed from Unscreened to Not Started
- Assignee changed from Release Council to Anonymous
- Target version set to 11.2-BETA1

**#2 - 01/23/2018 10:57 AM - Anonymous**

- Assignee changed from Anonymous to Peter Southwell

- Priority changed from No priority to Expected

I'm not sure if this is something that needs to be handled on the middleware side or the ui side (or maybe both?), could you look into this Damian, perhaps add some error handling to the dashboard if need be.

**#3 - 01/23/2018 10:57 AM - Anonymous**

- Assignee changed from Peter Southwell to Damian Szidiropulosz

**#4 - 01/28/2018 06:53 AM - Brandon Golway**

Just updated to 201801280537 and it still appears, which is to be assumed since it says nothing was done here.

**#5 - 02/02/2018 02:35 AM - A B**

Brandon Golway wrote:

Just updated to 201801280537 and it still appears, which is to be assumed since it says nothing was done here.

+1

Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 150, in call_method
    result = await self.middleware.call_method(self, message)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 904, in call_method
    return await self._call(message['method'], serviceobj, methodobj, params, app=app)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 872, in _call
    return await methodobj(*args)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/schema.py", line 502, in nf
    return await f(*args, **kwargs)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/plugins/stats.py", line 111, in get_data
    raise ValueError('rrdtool failed: {}'.format(err.decode()))
ValueError: rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd':
No such file or directory
```

FreeNAS-11-MASTER-201802010538

**#6 - 02/04/2018 06:40 AM - Damian Szidiropulosz**

- Status changed from Not Started to In Progress

**#7 - 02/06/2018 08:36 AM - Damian Szidiropulosz**

- Status changed from In Progress to Done

**#8 - 02/06/2018 02:37 PM - Dru Lavigne**

- Status changed from Done to Closed

- Target version changed from 11.2-BETA1 to N/A

- Reason for Closing set to Cannot Reproduce

**#9 - 02/07/2018 06:28 AM - A B**

I'm not sure why this ticket is closed? I think some users have the same issue?

**#10 - 02/07/2018 06:31 AM - Dru Lavigne**

This is no longer reproducible on a latest nightly.

**#11 - 02/07/2018 06:36 AM - A B**

Dru Lavigne wrote:

This is no longer reproducible on a latest nightly.

I can reproduce it with Version: FreeNAS-11-MASTER-201802070721

Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 150, in call_method
    result = await self.middleware.call_method(self, message)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 904, in call_method
    return await self._call(message['method'], serviceobj, methodobj, params, app=app)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 872, in _call
    return await methodobj(*args)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewared/schema.py", line 502, in nf
    return await f(*args, **kwargs)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/stats.py", line 111, in get_data
    raise ValueError('rrdtool failed: {}'.format(err.decode()))
ValueError: rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd':
No such file or directory
```

**#12 - 02/07/2018 06:58 AM - Dru Lavigne**

- Status changed from Closed to Not Started
- Target version changed from N/A to 11.2-RC2
- Reason for Closing deleted (Cannot Reproduce)

Back to the developer then...

**#13 - 02/07/2018 06:59 AM - Dru Lavigne**

- Has duplicate Bug #28000: Error message after logging in. added

**#14 - 02/08/2018 11:33 AM - Peter Southwell**

- Assignee changed from Damian Sziropulosz to Peter Southwell

I've seen this before

**#15 - 02/08/2018 11:57 AM - Peter Southwell**

- File Clipboard - February 8 added

**#16 - 02/08/2018 12:01 PM - Peter Southwell**

uploaded a screen shot..

but with 2/08.2018

That metric is working just fine.

```
{
  "id": "fc0f7af6-5679-c55d-634f-8d6b696701e8",
  "msg": "result",
  "result": {
    "about": "Data for aggregation-cpu-sum/cpu-user,aggregation-cpu-sum/cpu-interrupt,aggregation-cpu-sum/cpu-system,aggregation-cpu-sum/cpu-idle,aggregation-cpu-sum/cpu-nice",
    "meta": {
      "start": 1518119350,
      "end": 1518119950,
      "step": 10,
      "legend": [
        "aggregation-cpu-sum/cpu-user",
        "aggregation-cpu-sum/cpu-interrupt",
        "aggregation-cpu-sum/cpu-system",
        "aggregation-cpu-sum/cpu-idle",
        "aggregation-cpu-sum/cpu-nice"
      ],
      "data": [
        [3.22, 0.12, 2.605, 124.44, 0.0],
        [9.93, 0.07, 4.765, 124.36, 0.0],
        [9.93, 0.07, 4.765, 124.24, 0.0],
        [8.08, 0.06, 3.6, 118.74, 0.0],
        [1.62, 0.14, 1.42, 117.1, 0.0],
        [1.66, 0.14, 1.42, 124.72, 0.0],
        [1.56, 0.13, 2.18, 124.02, 0.0],
        [3.04, 0.13, 2.18, 124.72, 0.0],
        [3.36, 0.03, 1.6, 122.98, 0.0],
        [1.84, 0.03, 1.6, 122.5, 0.0],
        [1.4, 0.0, 0.845, 124.4, 0.0],
        [1.68, 0.0, 0.845, 125.06, 0.0],
        [1.84, 0.0, 0.67, 124.48, 0.0],
        [2.08, 0.0, 0.66, 124.7, 0.0],
        [2.54, 0.0, 0.56, 124.46, 0.0],
        [2.54, 0.0, 0.5, 125.3, 0.0],
        [2.76, 0.0, 0.78, 124.52, 0.0],
        [1.78, 0.0, 1.795, 124.74, 0.0],
        [1.82, 0.0, 1.795, 124.84, 0.0],
        [3.72, 0.0, 3.135, 124.02, 0.0],
        [4.08, 0.0, 3.135, 121.7, 0.0],
        [1.66, 0.0, 2.24, 121.44, 0.0],
        [1.36, 0.0, 0.83, 124.1, 0.0],
        [1.74, 0.0, 0.83, 125.02, 0.0],
        [1.58, 0.0, 0.89, 124.68, 0.0],
        [1.02, 0.0, 0.89, 124.72, 0.0],
        [0.16, 0.0, 0.56, 125.6, 0.0],
        [0.48, 0.0, 0.16, 126.86, 0.0],
        [0.48, 0.0, 0.14, 126.38, 0.0],
        [0.26, 0.0, 0.2, 126.12, 0.0],
        [0.36, 0.0, 0.64, 126.24, 0.0],
        [1.52, 0.0, 0.95, 126.2, 0.0],
        [1.82, 0.0, 0.95, 124.72, 0.0],
        [0.16, 0.14, 2.48, 124.76, 0.0],
        [1.42, 0.14, 2.48, 126.24, 0.0],
        [2.16, 0.2, 2.2, 123.84, 0.0],
        [0.46, 0.9, 10.745, 123.3, 0.0],
        [0.46, 0.9, 10.745, 169.8, 0.0],
        [0.22, 0.43, 4.725, 159.235, 0.0],
        [0.36, 0.43, 4.725, 159.235, 0.0],
        [1.0, 0.18, 0.26, 126.17, 0.0],
        [1.0, 0.18, 0.32, 125.92, 0.0],
        [2.91, 0.0, 0.99, 126.16, 0.0],
        [2.91, 0.0, 0.99, 125.8, 0.0],
        [2.36, 0.07, 0.64, 125.04, 0.0],
        [0.34, 0.07, 0.64, 124.7, 0.0],
        [0.18, 0.06, 0.24, 126.06, 0.0],
        [0.3, null, 0.7, 126.78, 0.0],
        [0.46, null, 0.7, 126.78, 0.0],
        [0.46, null, 125.9, null],
        [0.14, null, null, 125.88, null],
        [0.2, null, null, 126.04, null],
        [0.2, null, null, 127.12, null],
        [0.32, null, null, 127.14, null],
        [0.42, null, null, 126.46, null],
        [1.7, null, null, 125.76, null],
        [7.475, null, null, 124.78, null],
        [7.475, null, null, 124.56, null],
        [null, null, null, 121.58, null],
        [null, null, null, null, null]]]
    }
  }
}
```

And I observe the file exists as well:

```
/var/db/collectd/rrd/localhost/aggregation-cpu-sum
```

there is

```
cpu-idle-rrd
cpu-interrupt-rrd
cpu-nice.rrd
cpu-system.rrd
cpu-uuser.rrd
etc..
```

So the api is working...

This is a completely fresh install from ISO.

What I will do though.. Is make the sure the website loads.. IF a metric is not present.

**#17 - 02/08/2018 01:28 PM - Peter Southwell**

<https://github.com/freenas/webui/pull/377>

**#18 - 02/08/2018 01:28 PM - Peter Southwell**

- % Done changed from 0 to 100

**#19 - 02/08/2018 01:29 PM - Peter Southwell**

- Status changed from Not Started to Blocked

The code is done.. But it's pending a PR Request review. Want to make sure the philosophy of the solution is agreed upon by another :)

**#20 - 02/11/2018 07:10 AM - Brandon Golway**

Ok, I haven't checked whether to see if it was merged or not, but I just updated to FreeNAS-11-MASTER-201802100419 and I still see it.

**#21 - 02/17/2018 08:41 AM - Brandon Golway**

Is this going to be fixed at some point? It's still present in FreeNAS-11-MASTER-201802170742

**#22 - 02/18/2018 04:50 PM - Peter Southwell**

- Status changed from Blocked to Done

Got the error case working.

Not seeing this error any longer.. Even in fresh iso's. Should be good to go. Wasn't a fix in the UI.

**#23 - 02/19/2018 07:23 AM - William Grzybowski**

- Category changed from Middleware to GUI (new)

**#24 - 02/20/2018 04:07 AM - Dru Lavigne**

- Target version changed from 11.2-RC2 to Master - FreeNAS Nightlies

**#25 - 02/20/2018 04:56 PM - Brandon Golway**

I still see it with a fresh install of 11.1-U2

Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 150, in call_method
    result = await self.middleware.call_method(self, message)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 908, in call_method
    return await self._call(message['method'], serviceobj, methodobj, params, app=app)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 876, in _call
    return await methodobj(*args)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/schema.py", line 491, in nf
    return await f(*args, **kwargs)
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__
    return self.gen.send(None)
File "/usr/local/lib/python3.6/site-packages/middleware/plugins/stats.py", line 111, in get_data
    raise ValueError('rrdtool failed: {}'.format(err.decode()))
ValueError: rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd':
No such file or directory
```

```
[bran@freenas ~]$ ls /var/db/collectd/rrd/localhost/aggregation-cpu-sum/  
percent-idle.rrd      percent-interrupt.rrd  percent-nice.rrd      percent-system.rrd    percent-user.rrd  
rd
```

#### #26 - 02/21/2018 05:18 AM - Dru Lavigne

Correct. New UI changes will only appear in the Nightlies until 11.2-BETA1 (that is, they are not pushed to 11.1 updates).

#### #27 - 02/27/2018 08:17 AM - Brandon Golway

Just installed FreeNAS-11-MASTER-201802261247 and I'm happy to say this is finally resolved :)

Edit: I take that back. It works initially on the dashboard, but if I go to Reporting the error noted above pops up. When I go back to the dashboard the error pops up again.

This is a completely fresh install, including the hypervisor (before it was ESXi 6.5, now it's KVM/QEMU on Arch Linux), the only similar things are the browser (even the OS I'm using on my laptop is different, initially was Windows 10, now Arch Linux) and my server's hardware.

Error: Traceback (most recent call last):

```
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 150, in call_method  
    result = await self.middleware.call_method(self, message)  
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__  
    return self.gen.send(None)  
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 904, in call_method  
    return await self._call(message['method'], serviceobj, methodobj, params, app=app)  
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__  
    return self.gen.send(None)  
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 872, in _call  
    return await methodobj(*args)  
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__  
    return self.gen.send(None)  
File "/usr/local/lib/python3.6/site-packages/middlewared/schema.py", line 502, in nf  
    return await f(*args, **kwargs)  
File "/usr/local/lib/python3.6/asyncio/coroutines.py", line 109, in __next__  
    return self.gen.send(None)  
File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/stats.py", line 111, in get_data  
    raise ValueError('rrdtool failed: {}'.format(err.decode()))  
ValueError: rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//aggregation-cpu-sum/cpu-user.rrd':  
No such file or directory
```

#### #28 - 03/05/2018 04:22 PM - Brandon Golway

- % Done changed from 100 to 0

**#29 - 03/05/2018 04:23 PM - Brandon Golway**

I still see this in FreeNAS-11-MASTER-201803051006

**#30 - 03/06/2018 03:53 AM - Dru Lavigne**

- Status changed from Done to Broken

Peter: did this ever get merged?

**#31 - 03/08/2018 06:38 AM - Peter Southwell**

- Assignee changed from Peter Southwell to Damian Szidiropulosz

rror 22:rrdtool failed: ERROR: opening '/var/db/collectd/rrd/localhost//disktemp-da0/temperature.rrd': No such file or directory  
ValueError

remove\_circle\_outline More info...

Thatn's actually not an error.. It's just no data found... So basically the message default box needs to be squashed.. But that's deep in the bowels of widget-pool apiService... callWebsocket

It needs an ability to configure an external error handler.. So that the UI using the infastructure can choose how to display the error... In this case.. The chart should just be empty in my opinion because it's true.. I have virtual disks running in a VM.. So.. The disks don't produce temperature data. the widget infastructure needs support for this case... (When the UI wants to custom specify how it deals with the error). If it's burried in the component framework.. It's out of the ability of the ul code to do anything about the matter.

It should support this pradigm:

```

```
code.subscribe((resp)=>{
```

```
  console.info("got a response");
```

```
},(error) => {
```

```
  console.error("Im custom handling the error", error );
```

```
});
```

```
```
```

**#32 - 03/08/2018 06:40 AM - Dru Lavigne**

- Target version changed from Master - FreeNAS Nightlies to 11.2-RC2

**#33 - 03/12/2018 06:30 AM - Brandon Golway**

Thanks for the update.

**#34 - 03/14/2018 03:04 AM - Cosmin BRATU**

In order to get rid of this error I chose to do the following:

Dashboard > System > Advanced > Remove check from **"Report CPU usage in percentage"**

Then I reboot FREENAS machine and no more errors.

MoreInfo:

Code must be inspected because if user selects above option then in this location `"/var/db/collectd/rrd/localhost/agggregation-cpu-sum/"` required files are not named properly to reflect the option.

**#35 - 03/19/2018 01:56 PM - Brandon Golway**

Good to know, thanks.

**#36 - 03/22/2018 10:11 AM - Rishabh Chauhan**

- File `rdderrorlogin.png` added

I think if this is looking for the data which is not present, it must be considered as an error. I don't think it is good the very first thing to see is an error when a system is a setup.

I would suggest maybe put a quick fix (if possible) which does not display the error in this specific case but record it in the logs (for debugging later). If file not present, skip or something...

I am requesting this because it is also affecting the WebUI tests also. I'd like to help if you need anything regarding this (of course if I can :P)

**#37 - 03/22/2018 01:29 PM - Anonymous**

- Target version changed from `11.2-RC2` to `11.2-BETA1`

**#38 - 03/27/2018 07:58 AM - Brandon Golway**

Rishabh Chauhan wrote:

I think if this is looking for the data which is not present, it must be considered as an error. I don't think it is good the very first thing to see is an error when a system is a setup.

I would suggest maybe put a quick fix (if possible) which does not display the error in this specific case but record it in the logs (for debugging later). If file not present, skip or something...

I am requesting this because it is also affecting the WebUI tests also. I'd like to help if you need anything regarding this (of course if I can :P)

The post two above you get rid of the error, I still have the same sort of pop-ups come up since my drives don't report SMART temps (since they're virtual). Also keep in mind the UI is beta, so things WILL be broken and may take time to fix, no use in wasting time creating a band-aid.



**#39 - 04/03/2018 03:06 AM - Damian Szidiropulosz**

- Status changed from Broken to In Progress

**#40 - 04/09/2018 12:47 PM - Damian Szidiropulosz**

PR 605 fixes this. Implemented a stats service that fetches stats on behalf of components. This service makes sure that a source for the desired stat is available before it requests the data from middleware. The dashboard widgets have been adjusted to make use of this service instead of requesting stats on their own.

**#41 - 04/09/2018 12:48 PM - Damian Szidiropulosz**

- Status changed from In Progress to Done

**#42 - 04/10/2018 04:22 AM - Dru Lavigne**

- Target version changed from 11.2-BETA1 to Master - FreeNAS Nightlies

- Needs Merging changed from Yes to No

**Files**

---

Clipboard - February 8	144 KB	02/08/2018	Peter Southwell
rdderrorlogin.png	60.4 KB	03/22/2018	Rishabh Chauhan