

FreeNAS - Bug #34327

Add note to Guide for UPS polling interval

05/30/2018 11:39 PM - nood lehead

Status: Done	
Priority: No priority	
Assignee: Timothy Moore II	
Category: Documentation	
Target version: 11.2-BETA3	
Seen in: Master - FreeNAS Nightlies	Needs Merging: No
Severity: Low	Needs Automation: No
Reason for Closing:	Support Suite Ticket: n/a
Reason for Blocked:	Hardware Configuration:
Needs QA: No	ChangeLog Required: No
Needs Doc: No	
Description	
<p>I am on the latest 11.2 snapshot and /var/log/debug.log has following error being spammed every 2 seconds: I changed the password but the issue is still there.</p>	
<pre>May 30 23:34:00 nas uwsgi: [services.forms:1349] Failed to decrypt UPS mon password Traceback (most recent call last): File "./freenasUI/services/models.py", line 1347, in __init__ self.ups_monpwd = notifier().pwenc_decrypt(self.ups_monpwd) File "./freenasUI/middleware/notifier.py", line 3246, in pwenc_decrypt encrypted = base64.b64decode(encrypted) File "/usr/local/lib/python3.6/base64.py", line 87, in b64decode return binascii.a2b_base64(s) binascii.Error: Incorrect padding May 30 23:34:01 nas usbhid-ups[27042]: libusb_get_interrupt: Unknown error May 30 23:34:15 nas usbhid-ups[27042]: libusb_get_interrupt: Unknown error May 30 23:34:21 nas usbhid-ups[27042]: libusb_get_interrupt: Unknown error May 30 23:34:36 nas usbhid-ups[27042]: libusb_get_interrupt: Unknown error</pre>	

History

#1 - 05/31/2018 03:44 AM - Dru Lavigne

- Private changed from No to Yes
- Reason for Blocked set to Need additional information from Author

Please attach a debug (System -> Advanced -> Save Debug) to this ticket.

#2 - 05/31/2018 07:21 AM - nood lehead

- File debug-nas-20180531072031.tgz added

#3 - 05/31/2018 09:14 AM - Dru Lavigne

- Assignee changed from Release Council to Alexander Motin
- Severity changed from Med High to New
- Seen in changed from 11.2-RC2 to Master - FreeNAS Nightlies
- Reason for Blocked deleted (Need additional information from Author)

#4 - 05/31/2018 12:11 PM - Alexander Motin

- Assignee changed from Alexander Motin to William Grzybowski

"Failed to decrypt UPS mon password" sounds like some middleware issue.

#5 - 06/01/2018 03:49 AM - William Grzybowski

- Category changed from OS to Middleware

- Status changed from Unscreened to Closed

- Target version changed from Backlog to N/A

- Reason for Closing set to Third Party to Resolve

"Failed to decrypt UPS mon password" can be fixed by re-entering your UPS password in services config page.

"libusb_get_interrupt: Unknown error" is some error from the "nut" software, which is not for us to fix. Its possible its very related to your UPS so there isnt much we can do ourselves here.

#6 - 06/01/2018 03:52 AM - Dru Lavigne

- File deleted (*debug-nas-20180531072031.tgz*)

#7 - 06/01/2018 03:52 AM - Dru Lavigne

- Private changed from Yes to No

#8 - 06/01/2018 01:27 PM - Alexander Motin

AFAIK libusb is a part of the FreeBSD base system:

```
root@tn11-b:~ # ls /usr/lib/libusb.*  
/usr/lib/libusb.so      /usr/lib/libusb.so.3
```

#9 - 06/01/2018 01:28 PM - nood lehead

Alexander Motin wrote:

AFAIK libusb is a part of the FreeBSD base system:
[...]

Yeah just realized that sorry deleted my post.

#10 - 06/01/2018 01:52 PM - nood lehead

I was reading: <https://networkupstools.org/docs/man/usbhid-ups.html>

The messages went away after setting pollinterval to 10

Some models tends to be unresponsive with the default polling frequency. The result is that your system log will have lots of messages like:

```
usb 2-1: control timeout on ep0in
usb 2-1: usbfs: USBDEVFS_CONTROL failed cmd usbhid-ups rqt 128 rq 6 len 256
ret -110
```

In this case, simply modify the general parameter "pollinterval" to a higher value (like 10 for 10 seconds). This should solve the issue.

#11 - 06/12/2018 12:17 PM - Dru Lavigne

- Category changed from *Middleware* to *Documentation*
- Status changed from *Closed* to *Unscreened*
- Assignee changed from *William Grzybowski* to *Warren Block*
- Target version changed from *N/A* to *11.2-RC2*
- Severity changed from *New* to *Low*

Thanks for the update. We'll add a note to the Guide.

#12 - 07/17/2018 11:12 AM - Dru Lavigne

- Target version changed from *11.2-RC2* to *11.2-BETA3*

#14 - 08/16/2018 07:20 AM - Dru Lavigne

- Subject changed from *nas usbhid-ups[27042]: libusb_get_interrupt: Unknown error /// nas uwsgi: [services.forms:1349] Failed to decrypt UPS mon password* to *Add note to Guide for UPS polling interval*
- Assignee changed from *Warren Block* to *Timothy Moore II*

#15 - 08/16/2018 07:20 AM - Dru Lavigne

- Reason for Closing deleted (*Third Party to Resolve*)

#16 - 08/16/2018 10:10 AM - Timothy Moore II

- Status changed from *Unscreened* to *In Progress*
- Needs Doc changed from *Yes* to *No*

Docs PRs: [master] <https://github.com/freenas/freenas-docs/pull/304> [angulargui] <https://github.com/freenas/freenas-docs/pull/303>

#17 - 08/20/2018 12:40 PM - Timothy Moore II

- Status changed from *In Progress* to *Ready for Testing*
- Needs Merging changed from *Yes* to *No*

#18 - 08/24/2018 03:33 PM - Michael Reynolds

- File *UPS-pollingTip-2018-08-24.png* added
- Status changed from *Ready for Testing* to *Passed Testing*
- Needs QA changed from *Yes* to *No*

verified the text has been added

see *UPS-pollingTip-2018-08-24.png*

#19 - 08/24/2018 08:37 PM - Dru Lavigne

- Status changed from Passed Testing to Done

Files

UPS-pollingTip-2018-08-24.png	22.3 KB	08/24/2018	Michael Reynolds
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