

FreeNAS - Bug #56778

New alerts: * Unable to run alert source 'HasUpdate'

11/10/2018 01:23 PM - Richie Crews

Status:	Closed		
Priority:	No priority		
Assignee:	William Grzybowski		
Category:	Middleware		
Target version:	11.2-U4		
Seen in:	11.2-RELEASE	Needs Merging:	Yes
Severity:	Medium	Needs Automation:	No
Reason for Closing:		Support Suite Ticket:	n/a
Reason for Blocked:		Hardware Configuration:	
Needs QA:	Yes	ChangeLog Required:	No
Needs Doc:	Yes		

Description

Got an email with the following error over night.

New alerts:

- Unable to run alert source 'HasUpdate'

Traceback (most recent call last):

File "/usr/local/lib/python3.6/site-packages/middleware/plugins/alert.py", line 358, in *run_source*

alerts = (await alert_source.check()) or []

File "/usr/local/lib/python3.6/site-packages/middleware/alert/base.py", line 96, in *check*

return await self.middleware.run_in_thread(self.check_sync)

File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 943, in *run_in_thread*

*return await self.loop.run_in_executor(executor, functools.partial(method, *args, **kwargs))*

File "/usr/local/lib/python3.6/concurrent/futures/thread.py", line 56, in *run*

*result = self.fn(*self.args, **self.kwargs)*

File "/usr/local/lib/python3.6/site-packages/middleware/plugins/./alert/source/update.py", line 32, in *check_sync*

path = self.middleware.call_sync("notifier.get_update_location")

File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 1073, in *call_sync*

return fut.result()

File "/usr/local/lib/python3.6/concurrent/futures/_base.py", line 425, in *result*

return self.__get_result()

File "/usr/local/lib/python3.6/concurrent/futures/_base.py", line 384, in *_get_result*

raise self._exception

File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 997, in *_call*

*return await run_method(methodobj, *args)*

File "/usr/local/lib/python3.6/site-packages/middleware/main.py", line 943, in *run_in_thread*

*return await self.loop.run_in_executor(executor, functools.partial(method, *args, **kwargs))*

File "/usr/local/lib/python3.6/concurrent/futures/thread.py", line 56, in *run*

*result = self.fn(*self.args, **self.kwargs)*

File "/usr/local/www/freenasUI/middleware/notifier.py", line 1602, in *get_update_location*

with client as c:

File "/usr/local/www/freenasUI/middleware/client.py", line 20, in *__enter*

local.client = Client()

File "/usr/local/lib/python3.6/site-packages/middleware/client/client.py", line 320, in *init*

raise e

File "/usr/local/lib/python3.6/site-packages/middleware/client/client.py", line 313, in *init*

self._ws.connect()

File "/usr/local/lib/python3.6/site-packages/middleware/client/client.py", line 170, in *connect*

rv = super(WSCClient, self).connect()

File "/usr/local/lib/python3.6/site-packages/ws4py/client/_init__.py", line 215, in *connect*

bytes = self.sock.recv(128)

socket.timeout: timed out

Alerts:

- Unable to run alert source 'HasUpdate'
Traceback (most recent call last):
File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/alert.py", line 358, in run_source
alerts = (await alert_source.check()) or []
File "/usr/local/lib/python3.6/site-packages/middlewared/alert/base.py", line 96, in check
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File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/./alert/source/update.py", line 32, in check_sync
path = self.middleware.call_sync("notifier.get_update_location")
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 1073, in call_sync
return fut.result()
File "/usr/local/lib/python3.6/concurrent/futures/_base.py", line 425, in result
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File "/usr/local/lib/python3.6/concurrent/futures/_base.py", line 384, in __get_result
raise self._exception
File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 997, in _call
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File "/usr/local/www/freenasUI/middleware/notifier.py", line 1602, in get_update_location
with client as c:
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File "/usr/local/lib/python3.6/site-packages/ws4py/client/_init_.py", line 215, in connect
bytes = self.sock.recv(128)
socket.timeout: timed out

Related issues:

Related to FreeNAS - Bug #55851: Unable to run alert source 'HasUpdate'

Closed

History

#1 - 11/10/2018 01:28 PM - Richie Crews

- File debug-TARDIS-20181110212856.txz added

- Private changed from No to Yes

#2 - 11/11/2018 05:34 AM - Dru Lavigne

- Related to Bug #55851: Unable to run alert source 'HasUpdate' added

#3 - 11/11/2018 05:36 AM - Dru Lavigne

- Category changed from OS to Middleware

- Assignee changed from Release Council to William Grzybowski

#5 - 11/12/2018 05:03 AM - William Grzybowski

- Status changed from Unscreened to Blocked

- Reason for Blocked set to Waiting for feedback

Can you verify if this happens again once RC2 is out, please?

#6 - 11/29/2018 09:28 AM - Dru Lavigne

- File deleted (debug-TARDIS-20181110212856.txz)

#7 - 11/29/2018 09:28 AM - Dru Lavigne

- Status changed from Blocked to Closed
- Target version changed from Backlog to N/A
- Private changed from Yes to No

Richie: closing out this ticket for now. Please leave a comment on this ticket if the issue reoccurs.

#8 - 12/19/2018 02:59 AM - Tom Mü-Ko

New alerts:

```
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Traceback (most recent call last):
  File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/alert.py", line 358, in __run_source
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  File "/usr/local/lib/python3.6/site-packages/middlewared/alert/base.py", line 96, in check
    return await self.middleware.run_in_thread(self.check_sync)
  File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 1009, in run_in_thread
    return await self.loop.run_in_executor(executor, functools.partial(method, *args, **kwargs))
  File "/usr/local/lib/python3.6/concurrent/futures/thread.py", line 56, in run
    result = self.fn(*self.args, **self.kwargs)
  File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/./alert/source/update.py", line 32, in check_sync
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    return self.__get_result()
  File "/usr/local/lib/python3.6/concurrent/futures/_base.py", line 384, in __get_result
    raise self._exception
  File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 1063, in _call
    return await run_method(methodobj, *args)
  File "/usr/local/lib/python3.6/site-packages/middlewared/main.py", line 1009, in run_in_thread
    return await self.loop.run_in_executor(executor, functools.partial(method, *args, **kwargs))
  File "/usr/local/lib/python3.6/concurrent/futures/thread.py", line 56, in run
    result = self.fn(*self.args, **self.kwargs)
  File "/usr/local/www/freenasUI/middleware/notifier.py", line 1609, in get_update_location
    syspath = c.call('systemdataset.config')['path']
  File "/usr/local/www/freenasUI/middleware/notifier.py", line 1609, in get_update_location
    syspath = c.call('systemdataset.config')['path']
  File "/usr/local/lib/python3.6/site-packages/middlewared/client/client.py", line 447, in call
    raise CallTimeout("Call timeout")
middlewared.client.client.CallTimeout: Call timeout
```

Alerts:

```
* Unable to run alert source 'HasUpdate'
Traceback (most recent call last):
  File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/alert.py", line 358, in __run_source
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  File "/usr/local/lib/python3.6/site-packages/middlewared/alert/base.py", line 96, in check
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File "/usr/local/lib/python3.6/site-packages/middlewared/client/client.py", line 447, in call
raise CallTimeout("Call timeout")
middlewared.client.client.CallTimeout: Call timeout
```

#9 - 12/22/2018 01:59 PM - gear head

- File debug-freenas11-20181222133223.tgz added
- Seen in changed from 11.2-RC1 to 11.2-RELEASE

I also got this error today. I've attached the bug report.

```
CRITICAL: Dec. 22, 2018, 9:05 p.m. - Unable to run alert source 'HasUpdate' Traceback (most recent call last)
: File "/usr/local/lib/python3.6/site-packages/middlewared/plugins/alert.py", line 358, in __run_source alerts
= (await alert_source.check()) or [] File "/usr/local/lib/python3.6/site-packages/middlewared/alert/base.py",
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t.client.CallTimeout: Call timeout
```

#10 - 12/31/2018 09:01 AM - Dru Lavigne

- Status changed from Closed to Unscreened
- Target version changed from N/A to Backlog
- Reason for Blocked deleted (Waiting for feedback)

#11 - 12/31/2018 10:00 AM - William Grzybowski

- Status changed from Unscreened to Blocked
- Reason for Blocked set to Need additional information from Author

How often does it happen?

#12 - 01/01/2019 01:18 PM - gear head

it has only happened one time so far

#13 - 01/02/2019 03:25 AM - William Grzybowski

gear head wrote:

it has only happened one time so far

Did it happen while freenas-boot was scrubbing?

#14 - 01/04/2019 06:42 PM - gear head

It was during or after scrubbing.

#15 - 01/07/2019 07:01 AM - William Grzybowski

- Status changed from Blocked to Screened
- Target version changed from Backlog to 11.2-U2
- Severity changed from New to Medium
- Reason for Blocked deleted (Need additional information from Author)

#16 - 01/14/2019 11:16 AM - William Grzybowski

- Target version changed from 11.2-U2 to 11.2-U3

#17 - 01/29/2019 06:19 AM - IT IGP

also received 4 mails in total (on the 28th, 2 at 1am, 2 at 4am), probably from two systems. one system upgraded from 11.1u6.3 and another fresh 11.2 install.

also : in the email the freenas host name is not set, so it is not clear which system sent which mail!

New alerts:

```
* Unable to run alert source 'HasUpdate'
```

```
Traceback (most recent call last):
```

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    result = self.fn(*self.args, **self.kwargs)
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ck_sync
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Alerts:

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middlewared.client.client.CallTimeout: Call timeout
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#18 - 02/25/2019 09:21 AM - William Grzybowski

- *Target version changed from 11.2-U3 to 11.2-U4*

I am still unsure how to reproduce and tackle this problem. Re-targeting to U4.

#19 - 04/08/2019 09:18 AM - Kris Moore

- *Status changed from Screened to Closed*

Files

debug-freenas11-20181222133223.tgz	1.02 MB	12/22/2018	gear head
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