

Katello - Bug #23995

processing virt-who report blocks RHSM certs checks what can lead to 503 errors

06/19/2018 07:56 AM - Shimon Shtein

Status: Closed	
Priority: High	
Assignee: Shimon Shtein	
Category: Subscriptions	
Target version: Katello 3.9.0	
Difficulty:	Fixed in Releases:
Triaged: Yes	Found in Releases:
Bugzilla link: 1586210	Red Hat JIRA:
Pull request: https://github.com/Katello/katello/pull/7472	

Description
Cloned from https://bugzilla.redhat.com/show_bug.cgi?id=1586210

Description of problem:
Processing a virt-who report causes one specific RHSM request type is blocked for some time. Since these requests are fired frequently, this can cause the requests occupy whole passenger queue and passenger starts to return 503.

Once the virt-who report processing is completed, the requests RHSM requests are unblocked. Anyway the 503 errors shouldnt happen meantime.

Version-Release number of selected component (if applicable):
Sat 6.3.1

How reproducible:
100% on customer data; generic reproducer shall not be hard to develop

Steps to Reproduce:
(generic reproducer)
1. Have few thousands of systems registered, with default certCheckInterval = 240 in rhsm.conf (the lower the better for reproducer)
2. Send virt-who report with mapping of several hundreds of systems
3. During processing of the report, check WebUI status or httpd error logs

Particular reproducer without a need of having a single host that is mimicked by specific curl requests:

A) to mimic RHSM certs check request: in fact just one particular URI GET request is essential / sufficient:
`curl -s -u admin:changeme -X GET https://$(hostname -f)/rhsm/consumers/${uid}/certificates/serials`
(set uid to various UUIDs of hosts / candlepin consumer IDs, and run these requests concurrently several times)

B) to mimic virt-who report: have virt-who-report.json with HV<->VMs mappings, and run:
`time curl -s -u admin:changeme -X POST -H "Content-Type: application/json" -d @virt-who-report.json 'https://your.satellite/rhsm/hypervisors?owner=Owner&env=Library'`

Actual results:
3. shows 503 errors in WebUI, /var/log/httpd/error_log having "Request queue is full. Returning an error" errors.

Expected results:
3. WebUI accessible, no such errors in httpd logs.

Additional info:
Technical explanation what goes wrong (to some extent):
- virt-who report processing requires updating katello_subscription_facets postgres table in some lengthy transaction (*)
- So Katello::Api::Rhsm::CandlepinProxiesController#serials requests are stuck on step: @host.subscription_facet.save!

for tens(!) of seconds, till the virt-who report is finished

- these requests come from the RHSM certs check queries / particular URI request /rhm/consumers/{uuid}/certificates/serials
- these requests get accumulated for the few tens of seconds, and for higher load of them, this can fill whole passenger request queue
- that consequently triggers the 503 errors

Particular reproducer on customer data to be provided in next comment.

Associated revisions

Revision e0d2c879 - 08/30/2018 01:54 AM - Shimon Shtein

Fixes #23995 - Updated hypervisors_update to bulk actions

History

#1 - 06/20/2018 05:34 PM - Jonathon Turel

- translation missing: en.field_release set to 338

#2 - 06/24/2018 07:40 AM - The Foreman Bot

- Status changed from New to Ready For Testing
- Assignee set to Shimon Shtein
- Pull request <https://github.com/Katello/katello/pull/7472> added

#3 - 07/11/2018 06:09 PM - Justin Sherrill

- Priority changed from Urgent to High
- Target version changed from Katello 3.7.0 to Katello 3.7.1
- Triaged set to No

#4 - 08/30/2018 02:01 AM - Shimon Shtein

- Status changed from Ready For Testing to Closed

Applied in changeset [katello!e0d2c8790718e5aaf366a76b33ee446c06999bde](#).

#5 - 10/11/2018 03:07 PM - Jonathon Turel

- Target version changed from Katello 3.7.1 to Katello 3.9.0

Moving back to 3.9 due to need of correct upstream candlepin build