

mgr - Bug #38378

SSL handshake: 500 internal error to access dashboard

02/19/2019 09:39 AM - Sebastian Wagner

Status: Resolved	% Done: 0%
Priority: Normal	
Assignee:	
Category: dashboard/backend	
Target version:	
Source:	Reviewed:
Tags:	Affected Versions: v14.2.1
Backport: mimic, nautilus	ceph-qa-suite:
Regression: No	Pull request ID: 31014
Severity: 3 - minor	Crash signature:
Description Downstream issue: https://github.com/rook/rook/issues/2492 [15/Jan/2019:10:13:03] ENGINE Error in HTTPServer.tick Traceback (most recent call last): File "/usr/lib/python2.7/site-packages/cherrypy/wsgiserver/wsgiserver2.py", line 1837, in start self.tick() File "/usr/lib/python2.7/site-packages/cherrypy/wsgiserver/wsgiserver2.py", line 1902, in tick s, ssl_env = self.ssl_adapter.wrap(s) File "/usr/lib/python2.7/site-packages/cherrypy/wsgiserver/ssl_builtin.py", line 52, in wrap keyfile=self.private_key, ssl_version=ssl.PROTOCOL_SSLv23) File "/usr/lib64/python2.7/ssl.py", line 934, in wrap_socket ciphers=ciphers) File "/usr/lib64/python2.7/ssl.py", line 609, in __init__ self.do_handshake() File "/usr/lib64/python2.7/ssl.py", line 831, in do_handshake self._sslobj.do_handshake() SSLError: [SSL: HTTP_REQUEST] http request (_ssl.c:579)	
Related issues:	
Copied to mgr - Backport #42556: mimic: SSL handshake: 500 internal error to ...	Rejected
Copied to mgr - Backport #42557: nautilus: SSL handshake: 500 internal error ...	Resolved

History

#1 - 02/19/2019 09:39 AM - Sebastian Wagner

- Description updated

#2 - 02/19/2019 09:58 AM - Lenz Grimmer

- Affected Versions v13.2.2 added

#3 - 02/19/2019 10:30 AM - Lenz Grimmer

- Status changed from New to Need More Info

We need more context in order to be able to reproduce this. Setting this as "Need More Info" until more details unfold in the corresponding Rook issue.

#4 - 03/20/2019 11:41 AM - Kefu Chai

/a/kchai-2019-03-20_05:45:48-rados-wip-kefu-testing-2019-03-20-1120-distro-basic-smithi/3751732

#5 - 05/08/2019 07:44 AM - Sebastian Wagner

unrelated, but similar: <https://github.com/rook/rook/issues/2884>

#6 - 05/08/2019 01:10 PM - Lenz Grimmer

- *Affected Versions v14.2.1 added*

- *Affected Versions deleted (v13.2.2)*

Nautilus seems to be affected by this one as well, I spotted similar tracebacks in a 14.2.1 log file today:

```
2019-05-06 13:54:21.523 7f1cee055700 0 mgr[dashboard] [06/May/2019:13:54:21] ENGINE Error in HTTPServer.tick
Traceback (most recent call last):
  File "/usr/lib/python3.6/site-packages/cheroot/server.py", line 1317, in start
    self.tick()
  File "/usr/lib/python3.6/site-packages/cheroot/server.py", line 1385, in tick
    s, ssl_env = self.ssl_adapter.wrap(s)
  File "/usr/lib/python3.6/site-packages/cheroot/ssl/builtin.py", line 75, in wrap
    server_side=True)
  File "/usr/lib64/python3.6/ssl.py", line 407, in wrap_socket
    _context=self, _session=session)
  File "/usr/lib64/python3.6/ssl.py", line 814, in __init__
    self.do_handshake()
  File "/usr/lib64/python3.6/ssl.py", line 1068, in do_handshake
    self._sslobj.do_handshake()
  File "/usr/lib64/python3.6/ssl.py", line 689, in do_handshake
    self._sslobj.do_handshake()
OSError: [Errno 0] Error
```

#7 - 05/08/2019 02:14 PM - Lenz Grimmer

According to Ricardo Dias, is caused by a race condition between the start of the dashboard module and requests from the frontend.

#8 - 05/20/2019 09:23 AM - Changcheng Liu

Easily to be reproduced with the below method:

1. Git head:

6fe8d8223e32e236c861651dc6

2. cd build

3. OSD=1 MON=1 MDS=0 RGW=0 MGR=1 ../src/vstart.sh -n -X -d --nodaemon

#9 - 07/17/2019 07:59 PM - Neha Ojha

This one in mimic looks similar: /a/yuriw-2019-07-09_15:21:18-rados-wip-yuri-testing-2019-07-08-2007-mimic-distro-basic-smithi/4106118/

#10 - 10/21/2019 10:33 AM - Kefu Chai

- Status changed from *Need More Info* to *Fix Under Review*
- Backport set to *luminous, mimic, nautilus*
- Pull request ID set to 31014

#11 - 10/21/2019 12:40 PM - Nathan Cutler

- Backport changed from *luminous, mimic, nautilus* to *mimic, nautilus*

No dashboard in luminous, and luminous is nearly EOL.

#12 - 10/28/2019 12:54 PM - Kefu Chai

- Status changed from *Fix Under Review* to *Pending Backport*

#13 - 10/29/2019 09:50 PM - Nathan Cutler

- Copied to Backport #42556: *mimic: SSL handshake: 500 internal error to access dashboard added*

#14 - 10/29/2019 09:50 PM - Nathan Cutler

- Copied to Backport #42557: *nautilus: SSL handshake: 500 internal error to access dashboard added*

#15 - 11/04/2019 09:36 PM - Nathan Cutler

- Subject changed from *(mimic) SSL handshake: 500 internal error to access dashboard* to *SSL handshake: 500 internal error to access dashboard*

#16 - 04/11/2020 09:44 AM - Nathan Cutler

- Status changed from *Pending Backport* to *Resolved*

While running with `--resolve-parent`, the script "backport-create-issue" noticed that all backports of this issue are in status "Resolved" or "Rejected".