

## rgw - Bug #39141

### sync\_user failed

04/08/2019 02:59 PM - jacky ding

<b>Status:</b>	Closed	<b>Start date:</b>	04/08/2019
<b>Priority:</b>	Normal	<b>Due date:</b>	04/12/2019
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	v10.2.12	<b>Spent time:</b>	0.00 hour
<b>Source:</b>	Community (user)	<b>Reviewed:</b>	
<b>Tags:</b>		<b>Affected Versions:</b>	v10.2.10
<b>Backport:</b>		<b>ceph-qa-suite:</b>	rgw
<b>Regression:</b>	No	<b>Pull request ID:</b>	
<b>Severity:</b>	3 - minor		

#### Description

I am running ceph version 10.2.10. after i create a user, rgw print logs below:  
0 ERROR: can't read user header: ret=-2  
0 ERROR: sync\_user() failed, user=testuser ret=-2

This bug has been reported 2 years ago and merged to master branch:

<https://tracker.ceph.com/issues/18921>

<https://github.com/ceph/ceph/pull/13408>

The solution is to change the log level for 0 to 5. But i found a logical error:

```
rgw_user.cc RGWUserMetadataHandler::list_keys_next
```

```
...
```

```
if (k.find(".buckets") == string::npos) {  
    keys.push_back(k);  
}
```

```
...
```

This function filter object which name doesn't contain ".buckets"

BUT:

```
rgw_quota.cc RGWUserStatsCache::sync_user()  
--store->cls_user_get_header()  
----rgw_get_buckets_obj() {  
    buckets_obj_id = user_id.to_str();  
    buckets_obj_id += RGW_BUCKETES_OBJ_SUFFIX;  
}
```

this function append a suffix ".buckets" to oid

So sync\_user() always return error.

This is a logical error!!!

#### History

#1 - 04/08/2019 03:07 PM - jacky ding

<https://github.com/ceph/ceph/pull/27441>

#2 - 04/08/2019 03:29 PM - jacky ding

<https://github.com/ceph/ceph/pull/27442>

#3 - 04/11/2019 05:52 PM - Casey Bodley

- Status changed from New to Closed

these error messages don't indicate an actual failure; it's just recognizing that a new user does not have any buckets yet to aggregate the stats for. this was fixed by raising the log levels, but wasn't backported to the jewel release because it's no longer supported