

Servers - Bug #3343

SSL connection timeouts towards redirector.parabola.nu

2022-09-15 02:42 PM - Drag0nFly

Status:	unconfirmed	% Done:	0%
Priority:	bug		
Assignee:			
Category:			
Description			
A number of packages today failed to be retrieved during a system upgrade—despite several tries.			
<pre>python-cachecontrol-1:0.12.11-1-any.pkg.tar.zst failed to download Total (28/63) 55.3 KiB/s 00:47 [#####] 100% error: failed retrieving file 'sfsexp-1.4.0-1-x86_64.pkg.tar.zst' from redirector.parabola.nu : SSL connection timeout error: failed retrieving file 'python-cachecontrol-1:0.12.11-1-any.pkg.tar.zst' from redirector.parabola.nu : SSL connection timeout error: failed retrieving file 'python-cachecontrol-1:0.12.11-1-any.pkg.tar.zst' from redirector.parabola.nu : SSL connection timeout warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction warning: failed to retrieve some files error: failed to commit transaction (download library error) Errors occurred, no packages were upgraded. grep synchronizing /var/log/pacman.log tail -2 [2022-09-15T16:31:51+0200] [PACMAN] synchronizing package lists [2022-09-15T16:36:29+0200] [PACMAN] synchronizing package lists</pre>			
This is similar to the previous issue which was reported. However, I can no longer find it in the bug list, so therefore opening a new ticket.			
Related issues:			
Related to Packages - Bug #3053: pacman reports "maximum file size exceeded" ...		not-a-bug	

History

#1 - 2022-09-16 05:25 AM - bill-auger

thanks for noticing - this is probably just an intermittent failure, such as [#3053](#) - it usually means that one of the mirrors was not responding - the mirror status page does show a few problems - i will keep an eye on it

<https://www.parabola.nu/mirrors/status/>

#2 - 2022-12-13 07:32 AM - Drag0nFly

Getting tons of these during an attempted system upgrade today (as well as 502 "Bad Gateway" errors) when attempting to log the failures on labs.parabola.nu

```
error: failed retrieving file 'xz-5.2.9-1-x86_64.pkg.tar.zst' from redirector.parabola.nu : SSL connection
timeout
error: failed retrieving file 'xz-5.2.9-1-x86_64.pkg.tar.zst' from redirector.parabola.nu : SSL connection
timeout
error: failed retrieving file 'python-zope-interface-5.5.0-1-x86_64.pkg.tar.zst'
from redirector.parabola.nu : SSL connection timeout
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (download library error)
```

#3 - 2022-12-13 07:37 AM - Drag0nFly

It fails at different stages; I've made around eight attempts to download packages so far.

There is something iffy going on with the SSL connections, as this appears to be a common issue when upgrading.

```
error: failed retrieving file 'device-mapper-2.03.17-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : SSL connection timeout
error: failed retrieving file 'gptfdisk-1.0.9-2-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : SSL connection timeout
error: failed retrieving file 'gptfdisk-1.0.9-2-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : SSL connection timeout
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (download library error)
```

#4 - 2022-12-23 03:39 PM - bill-auger

- Related to Bug #3053: pacman reports "maximum file size exceeded" on a number of Parabola libre systems during system upgrade added

#5 - 2023-10-02 04:54 AM - Drag0nFly

Failed on a number of occasions today, from different IPs-

System #1

```
error: failed retrieving file 'python-cryptography-41.0.4-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'python-cryptography-41.0.4-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'python-cryptography-41.0.4-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

System #2

```
error: failed retrieving file 'imagemagick-7.1.1.19-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'imagemagick-7.1.1.19-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 403
error: failed retrieving file 'imagemagick-7.1.1.19-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

```
error: failed retrieving file 'vim-9.0.1968-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'vim-9.0.1968-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'vim-9.0.1968-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

```
error: failed retrieving file 'python-cryptography-41.0.4-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'libpeas-1.36.0-3-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'libpeas-1.36.0-3-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

```
error: failed retrieving file 'libpeas-1.36.0-3-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 403
error: failed retrieving file 'libpeas-1.36.0-3-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'libpeas-1.36.0-3-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
```

```
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

btw.-the systems these errors are occurring with are geographically separated. (The problems occurred at around Mon 2 Oct 06:53:34 CEST 2023).

#6 - 2023-10-02 04:57 AM - Drag0nFly

It's probably as bad as I've ever seen it, the upgrades on three separate hosts needed approx. 20 tries in order to succeed.

#7 - 2024-02-01 03:23 AM - Drag0nFly

All upgrades are consistently failing at this point due to issues with redirector.parabola.nu

Not sure why this is still tagged as 'unconfirmed'

```
error: failed retrieving file 'gcc-13.2.1-4-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'gcc-13.2.1-4-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 403
error: failed retrieving file 'gcc-13.2.1-4-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
warning: failed to retrieve some files
error: failed to commit transaction (failed to retrieve some files)
Errors occurred, no packages were upgraded.
```

#8 - 2024-02-01 03:26 AM - Drag0nFly

Appears to 'only' be an issue with gcc-libs-13.2.1-4-x86_64.pkg.tar.zst, but it is preventing all but minor operations.

#9 - 2024-02-01 07:42 AM - Drag0nFly

A few hours later gcc downloaded, but updates now stall on glibc & binutils. :(

```
error: failed retrieving file 'glibc-2.38-8-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'binutils-2.42-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
error: failed retrieving file 'binutils-2.42-1-x86_64.pkg.tar.zst'
  from redirector.parabola.nu : The requested URL returned error: 404
warning: too many errors from redirector.parabola.nu, skipping for the remainder of this transaction
```

#10 - 2024-02-09 07:35 AM - bill-auger

in this case, i think you just forgot to pacman -Sy - those packages do not 404 for me

the ticket is 'unconfirmed' because the problem is not repeatable and the cause is not known - it seems to be an intermittent problem when the server is overloaded - in every case, im sure that the problem would go away if you wait a few hours - 20 tries successively is probably a waste of time - 2 tries, at different hours of the day would probably do the trick - you could also stop using the redirector as your primary mirror - the default pacman.conf suggests that

the planned fix is to spread the load across multiple servers - namely, to move the websites to a new server and to stop allowing users and most mirrors to get packages directly from the main repo server - the redirector will probably work perfectly then - i appreciate you keeping an eye on this; but the problem will surely continue until the load is removed from the main server

still, 404s can and will happen - 404s are usually not a fixable problem, just an annoyance - some mirrors only sync once per day - those mirrors are likely to always give 404 on the newest packages - it would help if those mirrors started sync-ing more frequently; but 404s can still happen even in the best conditions

#11 - 2024-02-09 11:34 AM - Drag0nFly

I ran 'pacman -Syyy' on all three nodes which were attempted to be upgraded, they all failed. (I never run an upgrade directly with 'pacman -Su')

These hosts are also on different physical (country) locations, so there isn't a local issue triggering it.

The strange issue this time around was that the 404s persisted over several attempts; usually when this happens 2-4 re-tries tends to do the trick.