

Jenkins - Common Issues

-> Jenkins Master machine out of space

- Jobs failing on start
- Jenkins becomes unresponsive
- Pipeline jobs get stuck

Solution : Free up some space on the Jenkins master as follows.

- Login to the Jenkins master as Administrator. (will be logged in generally)
- The Jenkins jobs are stored in the location

C:\Users\Administrator\.jenkins\jobs

- Go to the folders of the pipeline jobs namely "GHS Android - Xamarin", "GHS Android - Xamarin - OPS", "GHS-iOS - Xamarin", "GHS-iOS - Xamarin - OPS".
- Within these folders, go to the location branches\develop\builds and delete all the builds except for the last 3.

-> Latest commit not picked up by Jenkins

- Builds do not reflect the latest changes
- Github would have thrown an error message on the console. Most common would be "fatal: Authentication failed....."

Solution : Login to the respective build machine on which the job would be running. Go to the location "../jenkins-slave/codebase/ENV/DEV/<respective_codebase>". Do a "git pull" through terminal. It will prompt for username and password. Please enter the service account details. Trigger job again from Jenkins to verify it is working as expected.

-> Console says "<build_machine> is offline. and job fails"

- This error is caused when the slave machines(build machines) are disconnected

from the master.

- Login to the respective build machine.
- Go to the folder “../jenkins-slave”
- Run the command “./start_slave.sh”
- You should see the build machine with executors on the left panel of jenkins homepage.

-> Errors in the console during the build part

- This needs to be notified to the developers. Sometimes retriggering the job does the trick as there would be failures while copying files by jenkins to workspace.

-> No iOS signing identities match the specified provisioning profile

- Caused when the provisioning profile is not present in the build machine.
- Also caused when the provisioning profile is not configured aptly in the code.
- Could be fixed by cross-checking the provisioning profiles on the build machine and as per the csproj file.

-> Waiting for the next available executor on the build machine

- Caused when all the executors on the build machine are busy
- Check for the jobs running on the build machine currently.
- Abort jobs which are not of importance and urgency, thus making place for the necessary job to find a executor.