Tails - Bug #17388

RTL8101 ethernet chipset doesn't work anymore since Tails 4.1.1

12/30/2019 10:51 PM - goupille

<table>
<thead>
<tr>
<th>Status:</th>
<th>Confirmed</th>
<th>Start date:</th>
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<td>Priority:</td>
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<td>Due date:</td>
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<tr>
<td>Assignee:</td>
<td>numbat</td>
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<tr>
<td>Category:</td>
<td>Hardware support</td>
<td>% Done:</td>
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<tr>
<td>Target version:</td>
<td>Tails_4.6</td>
<td>Estimated time:</td>
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<td>Feature Branch:</td>
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<td>Spent time:</td>
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<td>Type of work:</td>
<td>Research</td>
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<td>Blueprint:</td>
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Description

several users reported that since tails 4.1.1 the ethernet connections are failing with the following error message:

Authentication failed: Connection to the network failed

the affected adapter is a

Ethernet controller: Realtek Semiconductor Co., Ltd. RTL8101/2/6E PCI Express Fast/Gigabit Ethernet controller (rev 07)

Related issues:

- Related to Tails - Bug #17430: No network unless MAC spoofing is disabled with... Confirmed
- Related to Tails - Bug #17320: Kernel Panic with some Macbook Pro Resolved
- Related to Tails - Bug #17418: MAC spoofing break RTL8192EE since tails 4.2 Confirmed
- Blocks Tails - Feature #16209: Core work: Foundations Team Confirmed

History

#1 - 12/31/2019 09:09 AM - intrigeri
- Category set to Hardware support
- Assignee changed from intrigeri to goupille

Hi @goupille,

several users reported that since tails 4.1.1 the ethernet connections are failing with the following error message:

> Authentication failed: Connection to the network failed
>

For the avoidance of doubt, could you please confirm that this problem does not occur with Tails 4.1?

How and where is that error message displayed?

Any chance I can see the corresponding logs?
it seems that the user can see the same issue on a different computer so I suspect an issue with the Tails device instead, I asked them to try a fresh install on a brand new stick...

according to the user the issue is not here anymore after a fresh install of Tails 4.1.1 on a brand new USB stick, hence I reject this ticket...

as a matter of fact the user came back with the same issue so I re-open this ticket.

intrigeri wrote:

For the avoidance of doubt, could you please confirm that this problem does not occur with Tails 4.1?

yes it is confirmed that 4.1 was the latest version of Tails without this problem occurring

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Thanks. The only relevant change in the release that introduced this problem (4.1.1) is the fix for #17320, which I guess is the explanation.

I'm a bit swamped in backlog so dear help desk: do you remember, off the top of your head, if 4.1.1 introduced any other regression wrt. networking hardware support, apart of #17430 and #17418?
Could I please get the output of /sbin/lsmod:

- run from Tails 4.1
- run from Tails 4.1.1 or newer

#12 - 01/28/2020 11:46 AM - intrigeri
- Assignee set to goupiile

#13 - 02/04/2020 11:39 AM - intrigeri
- File 20200201_191724.jpg added

Adding possibly related (thanks kibi) screenshot.

#14 - 03/05/2020 08:17 AM - intrigeri

The errors on kibi's screenshot look like kernel: r8169: Unknown symbol phy_set_max_speed (err -2). That missing symbol is exported from drivers/net/phy/phy-core.c. I very much suspect that something along these lines is happening:

1. config/chroot_local-includes/etc/initramfs-tools/hooks/mac-boot-hack ensures our initramfs does not include the module that ships this code
2. When we do our "block loading all network drivers and then unblock them after the Greeter" dance, the kernel or udev fails to load everything it should, or to update its knowledge of available symbols.
3. As a result, network drivers like r8169 and bluetooth don't work properly.

#15 - 03/05/2020 08:19 AM - intrigeri
- Related to Bug #17499: AC 9560 Wifi doesn't work in 4.3 added

#16 - 03/05/2020 08:22 AM - intrigeri

goupiile, ping?
Any chance we get the info we need here or on #17430?

Besides, if we prepared an experimental image (that reverts the workaround introduced in Tails 4.1.1), do you think you could get affected users to test it?

#17 - 03/05/2020 02:05 PM - goupiile

the user I asked for those tests said that they were ok with the "disabling mac spoofing" workaround and did not seem very willing to take too much time to test things. they didn't have the requested image (4.1) anymore and weren't comfortable downloading an outdated image from bittorrent... maybe I can ask still them to try an experimental image, though...

#18 - 03/19/2020 11:23 AM - intrigeri
- Assignee changed from goupiile to intrigeri
- Target version set to Tails_4.6
the user I asked for those tests said that they were ok with the "disabling mac spoofing" workaround and did not seem very willing to take too much time to test things. they didn't have the requested image (4.1) anymore and weren't comfortable downloading an outdated image from bittorrent...
maybe I can ask still them to try an experimental image, though...

OK, let's try this then. IMO it's worth preparing such an image anyway, so it's handy whenever someone else report similar issues about network cards having stopped working in the last months.

#19 - 03/23/2020 07:01 AM - intrigeri
- Related to deleted (Bug #17499: AC 9560 Wifi doesn't work in 4.3)

#20 - 03/23/2020 05:16 PM - CyrilBrulebois
For those who care about this topic, it seems a new feature branch appeared today: bugfix/17388-17418-17430-re-add-net-drivers-to-initramfs

#21 - 03/26/2020 11:37 AM - intrigeri
- Assignee changed from intrigeri to numbat

I've just emailed help desk, asking them to gather feedback about https://nightly.tails.boum.org/build_Tails_ISO_bugfix-17388-17418-17430-re-add-net-drivers-to-initramfs/lastSuccessful/archive/build-artifacts/ from affected users ⇒ reassigning to the help desk person currently on duty.

Files
20200201_191724.jpg 1.8 MB 02/04/2020  intrigeri