[dubois:ephemeral] Unable to start servers

Status: Closed

Overview

A community user image was updated from a spec without lockfiles, accidentally introducing a conflict between incompatible sqlite and libsqlite conda-forge packages. This prevented user servers from starting. The user image was using the `latest` tag, so the broken image was pulled in without audit.

What Happened

A series of startup failure alerts, and subsequent FreshDesk ticket were reported. The engineering team investigated the cause, and found the community image to be broken.

Resolution

Pinning the sqlite version in user image solves the issue. Long term systematic fix would be to use lockfiles in user images to avoid upstream package changes being pulled in with every image update..

Where we got lucky

The alerting system caught the problem and the incident happened on a timezone when most engineers were available.

What Went Well?

1. Once we acknowledged the incident, we found the issue pretty quickly
2. The community had provided additional details via the ticket (like the user image repository) that we could use directly

What Didn't Go So Well?

1. We found out that persistent pod logs were missing since recent k8s upgrade and pursuing this issue delayed incident resolution
2. Community merged the PR pretty late in the day and additional guidance was needed for the fix to propagate

Action Items

1. https://github.com/HigherEdData/Du-Bois-STEM/pull/4
2. https://github.com/2i2c-org/infrastructure/issues/7637
3. https://github.com/2i2c-org/infrastructure/issues/7646
4. https://github.com/2i2c-org/infrastructure/issues/7648
5. https://github.com/2i2c-org/docs/pull/297

Timeline

Feb 11, 2026

OWNER OF REVIEW PROCESS

Georgiana

IMPACT TIME

Feb 11 at 08:46 to Feb 11 at 22:44

DURATION

13h 58m

*All times listed in this report are in Bucharest.

8:46 AM	Alert is triggered, but is outside working hours of engineers

Assigned to Herbie.

INCIDENT #1869

[FIRING:1] Two servers failed to start in the last 30m dubois ephemeral (immediate action needed)

9:05 AM	FreshDesk ticket is opened by the community representative, letting us know about not being able to start servers
11:30 AM	Alert gets reassigned from the bot account to an engineer
11:43 AM	Engineer searches through hub logs. Notices that persistent logs are missing since k8s upgrade two weeks prior. Concludes that prometheus chart version was not compatible with the new k8s version.
1:00 PM	Engineer tries starting a server and fails. User server logs show missing pysqlite2 module. Notices that the user image was updated recently and suspects the outage is related to the changes.
1:03 PM	Engineer notices support ticket from community rep
1:12 PM	Alert is acknowledged as an outage and given a P1 priority

Priority set to "P1" by Georgiana.

INCIDENT #1869

[FIRING:1] Two servers failed to start in the last 30m dubois ephemeral (immediate action needed)

1:20 PM	Second engineer comes along and notices the user image is not using lockfiles, which explains why recent changes might have produced a different environment solve.
1:57 PM	Engineer confirms that in the latest solve, the sqlite pkg version was downgraded, while libsql pkg was not
2:22 PM	Engineer opens up a fix PR in the community-maintained repository, holding the user image. They then let the community know about the fix.
3:05 PM	Outage is declared as resolved

7:41 PM   Community merges the PR and lets us know that the issue still persists

8:55 PM   Third engineer tries to reproduce the error, but they can't. Suggests the problem might be because of
               the use of the `latest` tag for the user image.

9:05 PM   Community rep tries spawning a server from a different server and observes that the issue is gone

9:08 PM   Engineer updates the image_pull_policy to `Always` to make sure the latest image is always pulled
               onto the node. They then let the community know that it takes time after the PR merge for the process
               to finish and they've updated the infrastructure to improve it.

10:44 PM   Community confirms everything is ok

Feb 12, 2026

3:15 PM   Outage is closed