Issue subject: We received multiple outages and service down on the legacy server during 3:00 p.m. and we need a proper report on the cause of what happened. Currently we are highly suspicious about an issue with connecting to the DBs RDS & MongoDB Atlas.

Utilization of the server Prod-360VUZ-Web was normal at the time of the event. After checking

/var/log/messages. We found nothing suspicious.

Too many errors for endpoint

https://ap-south-1.console.aws.amazon.com/cloudwatch/home?region=ap-south-1#logsV2:log-groups/log-group/SystemLogs/log-events/360VUZ-WEB-message-Log\$3 Fstart\$3D-86400000\$26filterPattern\$3D

## However, in RDS logs we have captured timeout reading communication packets.

## **RDS error logs:**

start log: - 2022-01-12T17:35:52.039+05:30

2022-01-12T12:05:52.039335Z 5355334 [Note] Aborted connection 5355334 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (Got timeout reading communication packets)

2022-01-12T12:05:52.563127Z 195345205 [Note] Aborted connection 195345205 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (Got timeout reading communication packets)

2022-01-12T12:05:52.564466Z 195345208 [Note] Aborted connection 195345208 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (**Got timeout reading communication packets**)

2022-01-12T12:05:52.572532Z 195345202 [Note] Aborted connection 195345202 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (Got timeout reading communication packets)

2022-01-12T12:05:57.418317Z 195345334 [Note] Aborted connection 195345334 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (Got timeout reading communication packets)

2022-01-12T12:05:57.996308Z 5355360 [Note] Aborted connection 5355360 to db: 'unconnected' user: 'unauthenticated' host: '172.31.15.230' (Got timeout reading communication packets)

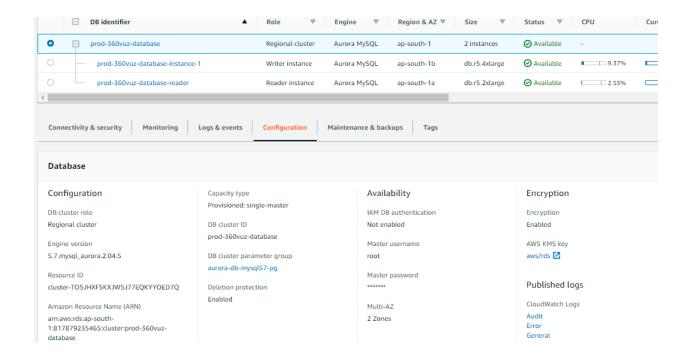
## **Findings:**

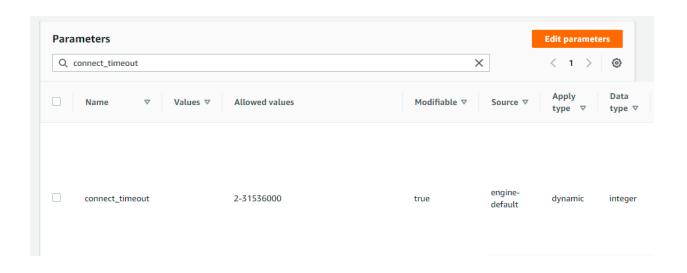
Factors that can trigger the Aborted connection warning include (but aren't limited to) the following:

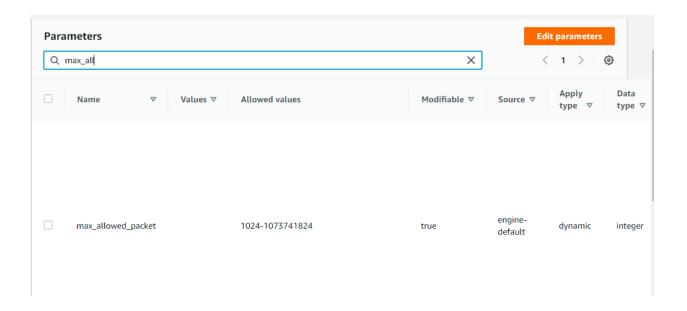
- Client or driver incompatibility
- Firewalls or proxies, which can close idle connections or block a connection.
- Improper closing of a client-server connection, resulting in a higher number of sleeping connections inside Amazon RDS MySQL.
- Idle connections that exceed the wait\_timeout or interactive\_timeout thresholds.
- A client application that improperly terminates a connection.
- A client connection that exceeds the connect\_timeout seconds threshold when obtaining a connection packet.
- The max\_allowed\_packet parameter value is exceeded. If queries require
  more memory than what the instance has allocated for Amazon RDS MySQL,
  then the Aborted connection warning will get triggered.

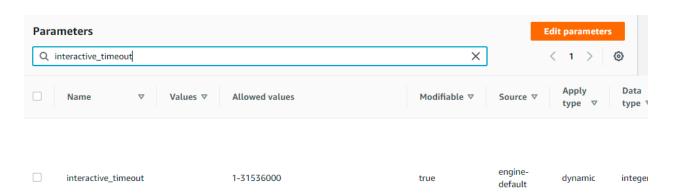
## **Resolution:**

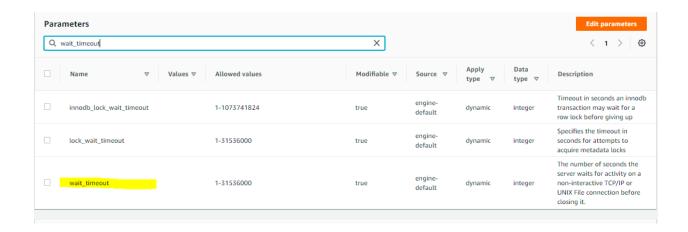
Current parameter values of the RDS: prod-360-database are as below:











Currently, parameters like wait\_timeout, interactive\_timeout, connect\_timeout, max\_allowed\_packet are set to be its default value.

As per the guideline we can increase the parameter values to its maximum.

Please refer AWS official support document for more information:

https://aws.amazon.com/premiumsupport/knowledge-center/rds-mysql-communication-packet-error/