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Incident documentation/20181106-maps

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Summary

Tilerator failed on maps100[1-3]. Tilerator is a non-public service to prepare vector tiles (data blobs) from OSM database into Cassandra storage. This happened on the **6th November 2018**. Icinga first reported this failure around 00:18 UTC.

Timeline

This is a step by step outline of what happened to cause the incident and how it was remedied.

00:18 UTC: Icinga reported failure of Tilerator ports :

```
PROBLEM - tilerator on maps1003 is CRITICAL: connect to address 10.64.32.117 and
port 6534: Connection refused
1:19 AM PROBLEM - tilerator on maps1002 is CRITICAL: connect to address
10.64.16.42 and port 6534: Connection refused
1:19 AM PROBLEM - tilerator on maps1001 is CRITICAL: connect to address
10.64.0.79 and port 6534: Connection refused
```

07:25 UTC: Tilerator Service was restarted on maps100[1-3]

07:26 UTC: Tilerator Service came back up.

Conclusions

- There's need for a non paging alert whenever problem arises and persists.
- Similar problems have occurred around Tilerator which was caused by lock contentions - <https://phabricator.wikimedia.org/T204047>

Links to relevant documentation

Maps Runbook: [Maps/RunBook](#)

Actionables

Explicit next steps to prevent this from happening again as much as possible, with Phabricator tasks linked for every step.

NOTE: Please add the [#wikimedia-incident](#) Phabricator project to these follow-up tasks and move them to the "follow-up/actionable" column.

- Create Runbook for Maps - [Maps/RunBook](#)

Categories: [Incident documentation](#) | [Maps outages, 2018](#)

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