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Please help us clean up older documentation referring to [tools.wmflabs.org](#)!

Incident documentation/20170613-ORES

[< Incident documentation](#)

Contents [\[hide\]](#)

- [1 Summary](#)
- [2 Timeline](#)
- [3 Conclusions](#)
- [4 Actionables](#)

Summary

ORES had an intermittent outage from 1600 - 1940 UTC on June 13th. The issue was traced to scb1001.eqiad.wmnet.

Timeline

See [https://grafana.wikimedia.org/dashboard/db/ores?](https://grafana.wikimedia.org/dashboard/db/ores?orgId=1&from=1497366649350&to=1497383640251&panelId=2&fullscreen)

[orgId=1&from=1497366649350&to=1497383640251&panelId=2&fullscreen](https://grafana.wikimedia.org/dashboard/db/ores?orgId=1&from=1497366649350&to=1497383640251&panelId=2&fullscreen)

- 1600 UTC: Errors rise for ORES (not noticed. no icinga pings)
- 1700 UTC: Deployment for [Task T167223](#) begins
- 1715 UTC: During canary check, error rate is noted and [Task T167819](#) is created with "Unbreak now"
- 1740 UTC: Problem is independent of deploy. The decision is made to continue with deploy.
- 1816 UTC: Ops is pulled in (mutante responds). Rollback of deploy is considered but rejected.
- 1828 UTC: Problem is narrowed down to scb1001 specifically. Logs show no errors despite intermittent 500s
- 1923 UTC: Mutante notes that pdf rendering is taking a lot of CPU and kills it
- 1940 UTC: Recovery confirmed.

Conclusions

- icinga didn't tell us about the issue
- for some reason, the error wasn't being written to app.log
- it looks like there was some conflict with resource usage WRT pdf rendering
- memory was very tight on SCB for the duration of the outage:



[Main page](#)
[Recent changes](#)
[Server admin log \(Prod\)](#)
[Server admin log \(RelEng\)](#)
[Deployments](#)
[SRE/Operations Help](#)
[Incident status](#)

[Cloud VPS & Toolforge](#)

[Cloud VPS documentation](#)
[Toolforge documentation](#)

[Request Cloud VPS project](#)
[Server admin log \(Cloud VPS\)](#)

[Tools](#)

[What links here](#)
[Related changes](#)
[Special pages](#)
[Permanent link](#)
[Page information](#)
[Cite this page](#)

[Print/export](#)

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[Download as PDF](#)
[Printable version](#)

Actionables

- [Task T167830](#) -- "Extend icinga check to catch 500 errors like those of the 20170613 incident"
- [Task T146664](#) -- "Limit resources used by ORES", move ORES to dedicated hardware. See [Task T157222](#).
- Limit resources used by the pdfrender service: [Task T167834](#)

Category: [Incident documentation](#)

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