



Toolforge webservices are in the final stages of [migrating to the toolforge.org domain](#) .
Please help us clean up older documentation referring to tools.wmflabs.org!

Incident documentation/20160525-Toollabs Webservices

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Summary

An incomplete deploy of the toollabs webservice package caused restarting webservices to not register themselves with the proxy, causing an outage that lasted about 90mins.

Timeline

- <https:// Gerrit.wikimedia.org/r/#/c/290612/> gets merged
- New toollabs-webservice package gets built and deployed on to all the bastions & webgrid nodes.
- Yuvi tests it with a few restarts, is happy, goes away
- Things happening at this point:
 - webservice-runner (which is what the gridengine runs) now has a new parameter (`--register-proxy`) that is `*required*` to tell it to register with the proxy.
 - Grid has jobs running that `*do not*` have this parameter specified
 - This is fine for right then, but as soon as they restart for any reason, they'll use the new webservice-runner script and lose their proxy registration, since the `--register-proxy` isn't passed
- For unknown reasons, some or all tools are restarted by webservicemonitor
- Puppet's ensure => latest is used for deploying toollabs-webservice package, and puppet is stuck on `/public/dumps` on tools-services-01, which runs webservicemonitor. So even when webservices get restarted by webservicemonitor, they do not get the `--register-proxy` flag since it's still the old version of the code on tools-service-01 but new version on the gridengine nodes.
- the `qmod -rj` run on all webservice nodes exaggerates this problem, since it continues to run them without the `--register-proxy` parameter, causing them to not register
- Yuvi updates package on tools-services-01, and deletes all webservice jobs. This causes webservicemonitor to bring them back up by launching new jobs, which do have the `--register-proxy` flag

Conclusions

- Tools webservice infrastructure has a number of moving parts that are kinda fragile. The port assignment + proxy registration is particularly so
- Debian packages + ensure => latest in puppet do not make for a 'deployment system'
- Puppet staleness / errors should be looked at with more frequency on the tools project

Actionables

- Switch to an actual deployment system for toollabs-webservice [bug T136168](#)
- Enable email nags for tools puppet failures [bug T136167](#)
- Reduce probability of unrelated NFS failures causing puppet / other issues (<https://phabricator.wikimedia.org/T136222> and others)
- Better paging for tools webservices being down (Volunteer noticed: T136162)

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