

Search and Reporting Outage

Incident Report for Universe

Postmortem	<p>We fixed a bug that was affecting searching in Discover. We had data fields indexed for full-text search which were throwing off results, and redefined the index to exclude these. We shipped this change, and kicked off a reindex job to apply the new configuration. We recently migrated this service to Kubernetes, and we use Kubernetes Jobs to run these types of background tasks.</p> <p>Shortly after running it, we noticed problems with the Kubernetes cluster affecting Universe reporting and search APIs, as well as the Kubernetes cluster UI itself.</p> <p>After some investigation, we discovered a problem with running these tasks as Kubernetes Jobs. Despite setting RestartPolicy=Never, this setting applies to the pod, not to the job. Jobs will always restart upon failure and may run more than once, as per: https://kubernetes.io/docs/concepts/workloads/controllers/jobs-run-to-completion/#handling-pod-and-container-failures</p> <p>This job would consume all available resources on a Node, and the Node would become Unhealthy and get killed. Kubernetes would then re-dispatch the greedy Job on another Node, which would suffer the same fate. This continued until all Nodes were in a state of repair, and when a new node came back online, would be quickly Killed. This proceeded until we removed the offending Job from the scheduler, and all Nodes autohealed fully healthy again.</p> <p>Posted 3 years ago. Jul 21, 2017 - 15:19 EDT</p>
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Resolved	<p>This incident has been resolved.</p> <p>Posted 3 years ago. Jul 21, 2017 - 14:55 EDT</p>
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Investigating	<p>We are investigating reports of search and reporting unavailability.</p> <p>Posted 3 years ago. Jul 21, 2017 - 14:37 EDT</p>
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