

Main page Recent changes Server admin log (Prod) Server admin log (RelEng) **Deployments** SRE/Operations Help

Cloud VPS & Toolforge

Cloud VPS documentation

Incident status

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

Create a book Download as PDF Printable version

Page Discussion

View source

View history

Search Wikitech

Q

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/20180220-thumbor

Thumbor was unavailable for a brief period of time following a configuration deployment.

Contents [hide]

- 1 Summary
- 2 Timeline
- 3 Conclusions
- 4 Actionables

Summary

Thumbor, the image scaling service, became unavailable following a configuration deployment.

Timeline

- 14:29 Filippo merges https://gerrit.wikimedia.org/r/407608
- 14:44 The first errors of puppet failed on thumbor machines start coming in.
- 14:48 thumbor.svc.eqiad.wmnet pages
- 14:49 thumbor.svc.eqiad.wmnet recovers
- 14:51 Revert of https://gerrit.wikimedia.org/r/407608 dis merged on the puppet masters
- 14:56 thumbor.svc.codfw.wmnet pages
- 14:59 thumbor.svc.codfw.wmnet recovers

Conclusions

The puppet module for thumbor is configured to restart the thumbor instances (via thumbor-instances systemd unit, a meta-unit used to do mass actions on all thumbor instances configured on the host) upon config change, puppet issued a 'stop' to 'thumbor-instances' and subsequently a 'start'. Upon receiving a 'stop' all thumbor instances exited with status code 1 and considered in 'failed' state by systemd. The subsequent 'start' to 'thumbor-instances' failed to start the instances properly.

Recovery of thumbor happened on the next puppet run when the "ensure" mechanism of puppet made sure all thumbor instances configured were running as expected. During the outage there has been also a fair amount of monitoring spam due to individual alerts for each thumbor instance in 'failed' state.

During the incident, about 0.08% of requests for thumbnails failed and end users experienced the 5xx emitted during unavailability for about 10 minutes.

Actionables

- Don't issue uncoordinated restarts of thumbor from puppet: gerrit:412934
- Eliminate per thumbor-instance icinga checks and related spam: gerrit:412948



Category: Incident documentation

This page was last edited on 19 October 2018, at 11:51.

Text is available under the Creative Commons Attribution-ShareAlike License; additional terms may apply. SeeTerms of Use for

Privacy policy About

Disclaimers Code of Conduct Developers Statistics Cookie statement Mobile view



