Closed (moved)     Opened 2 years ago by  **Ilya Frolov**

# Brief outage 2017-09-19

## Context

At 22:27 UTC on 2017-09-19 GitLab.com started returning 50x errors, and at the 22:31 service was back up.

Graphs of the outage: https://performance.gitlab.net/dashboard/db/fleet-overview?orgId=1&from=1505859354027&to=1505860478091

## Timeline

On date: YYYY-MM-DD

- 22:27 UTC - 500 errors on GitLab.com
- 22:29 UTC - Started investigation
- 22:30 UTC - requests are back on Gitlab.com.
- 22:35 UTC and up -- ongoing investigation

## Incident Analysis

- How was the incident detected?

Slack reports about 50x errors on MRs, then #alerts, then PagerDuty.

- Is there anything that could have been done to improve the time to detection?

~~PagerDuty SMS and push notifications about incident went through only at 22:35, and~~ @stanhu ~~'s~~ ~~/pd~~ ~~command from slack, issued at ~22:28, went through only at ~22:36 when we were already up, despite the fact that I have rules set up for immediate push.~~ coincidentally, status.pagerduty.com reported delays in notifications, which explains the behavior. All good, no mysteries here.

- How was the root cause discovered?

Log analysis.

- Was this incident triggered by a change?

No.

- Was there an existing issue that would have either prevented this incident or reduced the impact?

TBD.

## Root Cause Analysis

At 22:27 GitLab started returning 50x errors. Why: because web workers unicorns were not processing traffic: Why: because they were locked up waiting for database. Why: database was overloaded processing queries. Why: TBD

## What went well

We quickly reacted at proceeded to diagnose and fix the issue.

## What can be improved

TBD

## Corrective actions

- - Issue labeled as  corrective action

Edited 2 years ago by Ilya Frolov

Linked issues ❓     📄 0

**Ilya Frolov** @ilyaf · 2 years ago

Some net spikes on redis during the outage time: `https://performance.gitlab.net/dashboard/db/redis-stats?`
`orgId=1&from=1505859359945&to=1505860680333`

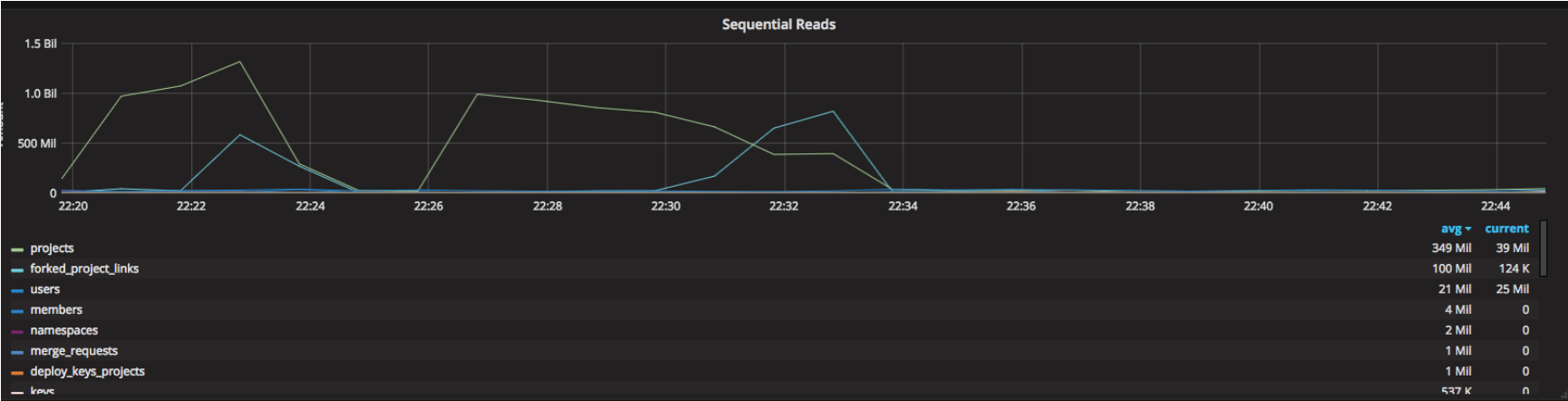**Ilya Frolov** @ilyaf · 2 years ago

Postgres stats during the outage: `https://performance.gitlab.net/dashboard/db/postgres-stats?`
`orgId=1&from=1505858754688&to=1505861489703`

**Stan Hu** @stanhu · 2 years ago    Maintainer

It looks like something was doing sequential reads on the `projects` table:



In the slow logs, we see lots of these errors:

```
2017-09-19_22:29:59.74876 postgres-01 postgresql: 2017-09-19 22:29:59 GMT [748]: [3-1] LOG:  duration: 15046.
2017-09-19_22:29:59.80279 postgres-01 postgresql: 2017-09-19 22:29:59 GMT [755]: [3-1] LOG:  duration: 15594.
2017-09-19_22:29:59.80321 postgres-01 postgresql: 2017-09-19 22:29:59 GMT [2798]: [1-1] LOG:  duration: 7633.
2017-09-19_22:29:59.90072 postgres-01 postgresql: 2017-09-19 22:29:59 GMT [2714]: [1-1] LOG:  duration: 21052
2017-09-19_22:29:59.97034 postgres-01 postgresql: 2017-09-19 22:29:59 GMT [787]: [3-1] LOG:  duration: 15644.
2017-09-19_22:30:00.05329 postgres-01 postgresql: 2017-09-19 22:30:00 GMT [2733]: [1-1] LOG:  duration: 20174
2017-09-19_22:30:00.08761 postgres-01 postgresql: 2017-09-19 22:30:00 GMT [2683]: [1-1] LOG:  duration: 23944
2017-09-19_22:30:00.09393 postgres-01 postgresql: 2017-09-19 22:30:00 GMT [842]: [3-1] LOG:  duration: 18903.
2017-09-19_22:30:00.11820 postgres-01 postgresql: 2017-09-19 22:30:00 GMT [2687]: [1-1] LOG:  duration: 20499
```

**Ilya Frolov** @ilyaf · 2 years ago

slack conversation start with some info: `https://gitlab.slack.com/archives/C101F3796/p1505862752000325`

**Ilya Frolov** @ilyaf added   oncall   label 2 years ago

**Ilya Frolov** @ilyaf changed the description 2 years ago

**Ilya Frolov** @ilyaf · 2 years ago

Found a main suspect for the outage: `https://log.gitlap.com/goto/6b7539eab7914775ad06d1aacce55e72` , slack discussion start:
`https://gitlab.slack.com/archives/C101F3796/p1505865976000183`

**Ilya Frolov** @ilyaf changed the description 2 years ago

**Ilya Frolov** @ilyaf changed the description 2 years ago

**Pablo Carranza [GitLab]** @pcarranza-gitlab changed milestone to %WoW ending 2017-09-26 2 years ago

**Ghost User** @ghost1 · 2 years ago

closing this. potential solution in https://gitlab.com/gitlab-org/gitlab-ce/issues/38148

**Ghost User** @ghost1 closed 2 years ago

**Andrew Newdigate** @andrewn moved to production#246 (closed) 1 year ago

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