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# Incident documentation/20190611-maps

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## Summary

While <https://phabricator.wikimedia.org/T224395> is on which led to depooling codfw. Codfw was pooled back and only two nodes were available (see [Incident documentation/20190603-maps](#)). It was necessary to reimage all codfw servers to pickup the new partitioning scheme. And when maps2003 was reimaged which was the last to reimage, kartotherian codfw which is pooled had no node to route traffic to hence request timeouts and SREs were paged. Icinga started alerting from 8:21am

## Impact

Users who were currently served from codfw were affect. They were affected for about 6min(from logstash)

## Detection

Icinga alerts for kartotherian endpoints. Also from pybal, no nodes were pooled at codfw due to

## Timeline

**All times in UTC.**

- 8:18 Reimaging of maps2003 started. **OUTAGE BEGINS**
- 8:21 Icinga alerts on IRC and pages were sent out
- 8:26 maps200[124] was pooled **OUTAGE ENDS**

## Conclusions

*What weaknesses did we learn about and how can we address them?*

*The following sub-sections should have a couple brief bullet points each.*

### What went well?

- Outage was at least detected quickly

### What went poorly?

### Where did we get lucky?

- It was easy to link outage to the ongoing reimage of maps2003

## Links to relevant documentation

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We should streamline processes for maps to reduce outages. Maybe via a cookbook to ensure we capture all activities and steps before performing any activity on maps.

## Actionables

*Explicit next steps to prevent this from happening again as much as possible, with Phabricator tasks linked for every step.*

- Streamline all maps activities via a script(cookbook) to make sure we don't miss anything?
- Always check all assumptions (never trust any)

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