Closed   Opened 3 months ago by   **Michal Wasilewski**

Incident review: 2020-03-12 customers.gitlab.com is down

Incident: gitlab-com/gl-infra/production#NNN

Summary

A user ran the customers console as root and this generated a logfile that was owned by root. This log file ownership change cause chef to not run, and the customers app to fail to reply to requests.

- Service(s) affected : customers.gitlab.com
- Team attribution :
- Minutes downtime or degradation : 15 minutes

For calculating duration of event, use the [Platform Metrics Dashboard](#) to look at appdex and SLO violations.

Impact & Metrics

Start with the following:

- What was the impact of the incident? (i.e. service outage, sub-service brown-out, exposure of sensitive data, ...)
- Who was impacted by this incident? (i.e. external customers, internal customers, specific teams, ...)
- How did the incident impact customers? (i.e. preventing them from doing X, incorrect display of Y, ...)
- How many attempts were made to access the impacted service/feature?
- How many customers were affected?
- How many customers tried to access the impacted service/feature?

Include any additional metrics that are of relevance.

Provide any relevant graphs that could help understand the impact of the incident and its dynamics.

Detection & Response

Start with the following:

- How was the incident detected?
- Did alarming work as expected?
- How long did it take from the start of the incident to its detection?
- How long did it take from detection to remediation?
- Were there any issues with the response to the incident? (i.e. bastion host used to access the service was not available, relevant team memeber wasn't page-able, ...)

Root Cause Analysis

1. The log file was read-only to the customers application.
2. The log file had been written to, or created by, a root owned console application.
3. A user had followed instructions that specified to use `root` , and not the `gitlab-customers` user.
4. The documentation was old/wrong.

What went well

Start with the following:

- Identify the things that worked well or as expected.
- Any additional call-outs for what went particularly well.

What can be improved

Start with the following:

- Using the root cause analysis, explain what can be improved to prevent this from happening again.
- Is there anything that could have been done to improve the detection or time to detection?
- Is there anything that could have been done to improve the response or time to response?

- Is there an existing issue that would have either prevented this incident or reduced the impact?
- Did we have any indication or beforehand knowledge that this incident might take place?

Corrective actions

- List issues that have been created as corrective actions from this incident.
- For each issue, include the following:
  - - Issue labeled as   corrective action .
  - Include an estimated date of completion of the corrective action.
  - Incldue the named individual who owns the delivery of the corrective action.
- #9498 (closed)

Guidelines

- Blameless RCA Guideline
- 5 whys

Edited 3 months ago by Cameron McFarland

Linked issues ❓   📑 2

Relates to

⊖ 2020-03-12 customers.gitlab.com is down

production#1763

⊖ Update customers.gitlab.com cheat sheet to prevent outages

#9498   🕐 Reliability - M... 👤 1 🧑

🏷️ **Michal Wasilewski** @mwasilewski-gitlab added   IncidentReview   label 3 months ago

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Michal Wasilewski @mwasilewski-gitlab · 3 months ago   Maintainer

@cmcfarland Would you mind taking a look at what potentially changed permissions on that file so that it doesn't happen again? This MR looks related to permissions used by logrotate: https://gitlab.com/gitlab-cookbooks/cookbook-customers-gitlab-com/-/merge_requests/80/diffs . Maybe it's something that happens as part of uploading files to GCS?

⌄ Collapse replies

Cameron McFarland @cmcfarland · 3 months ago   Maintainer

Yes. I'll look into this.

Cameron McFarland @cmcfarland · 3 months ago   Maintainer

It looks like most of the correction for this is taking place in this thread: production#1763 (comment 303875051)

Please register or sign in to reply

💬 **Michal Wasilewski** @mwasilewski-gitlab mentioned in issue on-call-handovers#415 (closed) 3 months ago

🔒 **Cameron McFarland** @cmcfarland assigned to @cmcfarland 3 months ago

🔗 **Cameron McFarland** @cmcfarland marked this issue as related to production#1763 (closed) 3 months ago

✏️ **Cameron McFarland** @cmcfarland changed the description 3 months ago ·
Compare with previous version ⌄

Cameron McFarland @cmcfarland · 3 months ago   Maintainer

I think we should update the [documentation](#) that [@arihantar](#) referenced to help make sure this doesn't happen again. The [customers readme](#) does have the right information.

Cameron McFarland [@cmcfarland](#) · [3 months ago](#)   Maintainer

I think more actions beyond this one are not worth the effort. Monitoring and logging for customers could be better, but with it being a node in azure and our larger goal of getting it into auto-devops, effort should go into the migration before more improvements.

Cameron McFarland [@cmcfarland](#) mentioned in issue [#9498 (closed)](#) [3 months ago](#)

Cameron McFarland [@cmcfarland](#) marked this issue as related to [#9498 (closed)](#) [3 months ago](#)

Cameron McFarland [@cmcfarland](#) changed the description [3 months ago](#) · [Compare with previous version](#) ⌄

Cameron McFarland [@cmcfarland](#) closed [3 months ago](#)

ops-gitlab-net 💬 [@ops-gitlab-net](#) mentioned in issue [#9472 (closed)](#) [3 months ago](#)

Devin Sylva [@devin](#) · [3 months ago](#)   Maintainer

This problem happened again just now. Fixed the same way.

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