



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/20160620-ores

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Summary

ores.wikimedia.org was down today for about twenty minutes because of deploying a commit that changed reading config directory without proper order.

Timeline

SAL log

- 10:58 Amir1: deploying bdc1e2b in ores nodes
- 11:04 deployment finished and ores went down
 - puppet agent ran and services got restarted (uwsgi-ores, celery-ores-worker). Didn't solve the problem
 - Checking logs showed the problem persists due to bad config reading
- 11:27 Amir1: rolling back ae71d842dfc0958e06922062dd09d49243332a6a
 - ORES went live again
- 12:13 Amir1: deploying bdc1e2bd only to ores on scb2001 (codfw)
 - Did not work as expected. (No down time because it only affected that node in codfw).
- 13:04 Amir1: deploying 8e65182 to scb2001
- We fixed it in [295214](#)
 - Worked perfectly fine
- 13:06 Amir1: deploying 8e65182 to all ores nodes

Conclusions

A very shallow reasoning would be the issue of reading config directories which got changed a lot and now it's in a rather stable situation but that's dangerous. What we really need is a safe method to deploy ores which we did the second time today. The only thing is documenting them

Actionables

- Status: ■ **Unresolved** Document safe steps to deploy ores in prod ([bug T138234](#))

Category: [Incident documentation](#)

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