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Incident documentation/20190423-varnish

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Summary

Similar Varnish 'mailbox lag' problems as many times before.

Impact

Approximately 82k queries lost (HTTP 503 served instead). source ₽

Detection

Automated monitoring -- Icinga alerts on traffic availability.

Timeline

This is a step by step outline of what happened to cause the incident and how it was remedied. Include the leadup to the incident, as well as any epilogue, and clearly indicate when the user-visible outage began and ended.

All times in UTC.

- 19:54 Varnish mailbox lag begins climbing on cp1083 OUTAGE BEGINS
- 19:56 first lcinga alert for HTTP availability PROBLEM HTTP availability for Nginx -SSL terminators- at ulsfo on icingal001 is CRITICAL: cluster=cache text site=ulsfo
- 19:57 Varnish mailbox lag recovers on cp1083 but begins climbing on cp1085
- 20:02 Varnish mailbox lag recovers on cp1085 OUTAGE ENDS

Graphs: Mailbox lag HTTP availability

Conclusions

See Incident documentation/20190416-varnish#Conclusions

Actionables

See Incident_documentation/20190416-varnish#Actionables

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This page was last edited on 23 April 2019, at 20:53.

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