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Incident documentation/20150227-LabsOutage

[< Incident documentation](#)

Contents [\[hide\]](#)

- [1 Summary](#)
- [2 Timeline](#)
- [3 Conclusions](#)
- [4 Actionables](#)
- [5 Vulnerable Instances](#)

Summary

At 02:30UTC on 2015-02-27 all of the labs instances hosted on virt1012 lost network connectivity. A reboot and restart of instances restored them within 40 minutes, but the same problem recurred at 05:20UTC. During the second outage, critical tools instances were migrated to other hosts and virt1012 was upgraded from Ubuntu Precise to Ubuntu Trusty. By 08:45 virt1012 was back up and running and all services were restored.

This problem was almost certainly a duplicate of the one that caused the [outage earlier in the week](#). The cause is still unknown.

Timeline

- [02:30] Instances drop off network -- shinken reports failure of many Tools instances. Based on our findings during the previous similar failure, Marc attempts to suspend all instances (which fails, as before) and then reboots virt1012.
- [03:05] Marc resets and reboots all affected instances and services are restored.
- [03:20] Andrew and Yuvi begin preparations against a repeat of this failure, creating duplicate tools-webproxy hosts on other virt hosts. Not fast enough!
- [05:20] Shinken reports tools instance failure, and all virt1012 VMs drop off the network again. Andrew opts to upgrade the server to Trusty rather than just reboot. (There was no strong reason to believe that an upgrade would address the issue, other than it having a chance to move us away from a potentially buggy kernel or library.)
- [05:30-08:30] Unfortunately, the upgrade to Trusty takes an extremely long time, due to Ubuntu having recently released a security-patched kernel; the Ubuntu package repositories are extremely busy and slow. In the meantime, Andrew [cold-migrates](#) several hosts off of virt1012 to other virt hosts: tools-webproxy, dynamicproxy-gateway and tools-submit.
- [07:10] Tools-webproxy resumes operation on virt1010. May web-based tools are restored. Note that the cold-migrate of tools-webproxy required multiple attempts, as the required base image wasn't present on the first target host.
- [07:20] Tools-submit resumes operation on virt1010, restoring all normal Tools services.
- [08:05] dynamicproxy-gateway resumes on virt1010, restoring many labs-based web services.
- [08:30] virt1012 is finally full upgraded and rebooted; Andrew restarts all remaining instances on virt1012
- [08:45] All VMs are restored to active state.

Conclusions

It's still unclear what is causing this problem. The upgrade to Trusty seems an unlikely solution since this issue is specific to a single server; virt1010 and virt1011 are running the same software that virt1012 was.

Actionables

Yuvi has already created replacement instances for tools-webproxy. Currently two of them are on the same host though (virt1010) and switching over between them requires manual intervention.

[Main page](#)[Recent changes](#)[Server admin log \(Prod\)](#)[Server admin log \(RelEng\)](#)[Deployments](#)[SRE/Operations Help](#)[Incident status](#)[Cloud VPS & Toolforge](#)[Cloud VPS documentation](#)[Toolforge documentation](#)[Request Cloud VPS project](#)[Server admin log \(Cloud VPS\)](#)[Tools](#)[What links here](#)[Related changes](#)[Special pages](#)[Permanent link](#)[Page information](#)[Cite this page](#)[Print/export](#)[Create a book](#)[Download as PDF](#)[Printable version](#)

We should acquire new hardware soon, in order to have available space should we need to abandon virt1012 entirely.

Should the virt1012 issue recur, the following instances are vulnerable:

ID	Name	Status
Task State Power State Networks		
684e5f6f-3fbf-42a1-a44e-2953448448fd	accounts-mwoauth	ACTIVE
Running public=10.68.17.44		-
6f147938-fe0c-4868-abd6-da7d0667c07f	bastion2	ACTIVE
Running public=10.68.16.66, 208.80.155.153		-
8b1c0173-bfad-45d4-a464-1f6772339b66	bbdevel	ACTIVE
Running public=10.68.17.31		-
b141a571-5fb0-4c62-90b2-e76268511a6b	catalogcompiler	ACTIVE
Running public=10.68.16.24		-
eded2579-f205-4d34-b935-d8fa0361c237	cephicon3	SHUTOFF
Shutdown public=10.68.16.132		-
d33dba53-45b6-4525-943a-ad24b100cd48	cg-puppetmaster	ACTIVE
Running public=10.68.17.133		-
e7985789-f4fb-4993-b0c4-23699be455b8	cvn-apache6	ACTIVE
Running public=10.68.17.6		-
e97213bf-a56e-4d79-a6e3-508e6157d19c	cvresearch-web	ACTIVE
Running public=10.68.16.91		-
f8d3db4c-6fd3-4ea7-9b80-ef1c50e4b0f8	dannyb	ACTIVE
Running public=10.68.16.139		-
d0da5ac8-34ca-43a9-b63d-64ee438c29cc	deployment-cxserver03	ACTIVE
Running public=10.68.16.150		-
aec2245c-e965-4f06-8496-a0d9abf519ee	deployment-db1	ACTIVE
Running public=10.68.16.193		-
0294f3af-eba5-4ac8-9205-7c1aba8808d9	deployment-logstash1	ACTIVE
Running public=10.68.16.134		-
cec6f6dc-5ab0-420e-8bc0-871ad3c9999b	deployment-parsoid01-test	ACTIVE
Running public=10.68.17.215		-
09bbebac-631d-4126-ad3e-48ef64e72eb8	deployment-restbase02	ACTIVE
Running public=10.68.16.234		-
fcaa135e-3fce-4fae-afe0-ded789fe6f6a	deployment-sca01	ACTIVE
Running public=10.68.17.54		-
4b75951b-d874-4805-a4a7-28bd5c3ba6b4	designate-devel	ACTIVE
Running public=10.68.17.102		-
0740df98-0a0b-45c4-9e33-6f0bbe126109	designate-tests-juno	SHUTOFF
Shutdown public=10.68.16.216		-
62b61eb0-c6b0-47a1-90e2-69ac5c7f26ab	designate-tests-trusty	SHUTOFF
Shutdown public=10.68.16.169		-
07976e9b-6676-46d8-afc2-eelcf3a25b1	dns-test-dzahn	ACTIVE
Running public=10.68.16.232		-
64d1952b-8b9e-4693-ab05-301245d6cc99	drmf	ACTIVE
Running public=10.68.17.17		-
5d3003d5-2d9a-4c88-80a5-b9a3db8415ea	etcd02	ACTIVE
Running public=10.68.17.157		-
44a6a994-7ldd-4ace-a4ba-30274883644e	filippo-swift-test	ACTIVE
Running public=10.68.17.146		-
8eb0fd07-292d-448e-9124-76b5e51317b5	grantreview-dev	ACTIVE
Running public=10.68.16.158		-
51dc707e-f9f8-4e59-a4d9-5073908d22e1	hovercards	ACTIVE
Running public=10.68.17.136		-
33da85da-eea6-4bf5-977c-5a75cc32215f	incident-test	ACTIVE
Running public=10.68.17.109		-
2198a8cf-da89-416b-bed5-a0521b122d0f	integration-slave1010	ACTIVE
Running public=10.68.17.200		-
1f700fb7-7d90-4df6-a849-6bfd7e4c1049	integration-slave1201	ACTIVE
Running public=10.68.17.179		-

a352d133-b08d-4f87-aca4-443fa9af57dc	integration-slave1202	ACTIVE	-
Running public=10.68.17.189			
c3c55df6-dfe0-4549-8987-b9c3e3e6b05b	integration-slave1203	ACTIVE	-
Running public=10.68.17.195			
eac1020b-f152-4ece-af2b-348bb6b04691	integration-slave1204	ACTIVE	-
Running public=10.68.17.207			
52cd4e56-c8a8-44dc-b4a4-d8f0e0210ac0	integration-slave1401	ACTIVE	-
Running public=10.68.17.208			
543cf5bd-5c5b-4bc3-a682-365ad2b709f8	integration-slave1402	ACTIVE	-
Running public=10.68.17.209			
7f8e4841-9f31-44ab-8c2c-d61c3fa466cc	integration-slave1403	ACTIVE	-
Running public=10.68.17.210			
e1086138-e898-40a9-a2f7-aa7e5e96fcbd	integration-slave1404	ACTIVE	-
Running public=10.68.17.211			
3f5489e8-97b1-4f57-8481-e5ea31874535	integration-slave1405	ACTIVE	-
Running public=10.68.17.212			
77a8ccdd-f29e-4d07-89e4-ab9f13f0248b	ipsec-c8	ACTIVE	-
Running public=10.68.16.38			
0db39308-f680-414a-8d15-48fc21d65859	ipsec-c9	ACTIVE	-
Running public=10.68.17.202			
42cdf096-eedf-4f64-8995-ab9874976a5f	jawiki-echo	SHUTOFF	-
Shutdown public=10.68.16.174			
e9ac64d1-5594-49dc-98fb-573ba98d29ef	joal-hadoop-master	ACTIVE	-
Running public=10.68.16.220			
d6ff0d45-023e-4299-9b27-cdc93500cf30	joal-hadoop-worker1	ACTIVE	-
Running public=10.68.17.203			
7f65413f-b449-458b-968d-89afb15f8915	joal-hadoop-worker2	ACTIVE	-
Running public=10.68.17.206			
a25019a1-fa5f-4c5a-be57-ff975c2e4552	legoktm	ACTIVE	-
Running public=10.68.17.84			
3cc2200a-5432-4fe0-8db6-33ec35732b12	map	ACTIVE	-
Running public=10.68.16.181			
e381861f-aa7e-4d7a-894e-c919e86c73e3	mathoid2	ACTIVE	-
Running public=10.68.16.194			
b7076a0a-008f-4282-88b2-c5c4ea0b3ace	megacron-two	ACTIVE	-
Running public=10.68.16.49, 208.80.155.149			
e082a270-d3f1-4934-8659-3224d06de417	mlp	ACTIVE	-
Running public=10.68.16.3			
d05d5ec9-48d1-42cc-96de-b40c485bed51	mwui	ACTIVE	-
Running public=10.68.16.61			
20853100-12c6-480d-9eb7-a3d9e1864280	nemobis	ACTIVE	-
Running public=10.68.17.131			
0153e94a-2f43-4b87-ac06-d6be88cb0c6c	opengrok-web	ERROR	-
Shutdown public=10.68.16.184			
d65b95f9-d28f-484c-a98f-7119aa085b89	openid-wiki	SHUTOFF	-
Shutdown public=10.68.16.185			
ed66a882-4b9e-4db7-b657-f4e7423f1900	openstack-juno-testing	SHUTOFF	-
Shutdown public=10.68.16.97			
1e4668ee-d3aa-4ff7-9dbe-819267f6ec84	otto-cass2	ACTIVE	-
Running public=10.68.17.60			
6dbee509-88fb-43ac-990c-f8e47f16d7e2	pirsquared-dev	ACTIVE	-
Running public=10.68.17.57			
9fcfcd5f-7467-43b3-bc54-bfd02e5fbfc3	pubsubhubbub	ACTIVE	-
Running public=10.68.16.69			
89040a4e-6eeb-466b-8a22-484fe37f2eb0	rcstream	ACTIVE	-
Running public=10.68.17.114, 208.80.155.180			
38177df6-aafa-4b02-9aa7-5e7ald82541a	staging-palladium	ACTIVE	-
Running public=10.68.16.112			
e2cd24cf-b9c6-40db-b6f3-df6dbae85c95	staging-tin	ACTIVE	-
Running public=10.68.17.217			
64493322-ecf0-4cdd-8d13-c8cfc8b94158	test-mem01	ACTIVE	-
Running public=10.68.17.87			
120cc401-ed7a-44c5-b905-2d0eae23b6af	tools-exec-03	ACTIVE	-
Running public=10.68.16.32, 208.80.155.142			
30b98f1d-1c5a-49c1-b800-f4c535addc12	tools-exec-07	ACTIVE	-
Running public=10.68.16.36, 208.80.155.146			
5cd684db-d0a6-4241-allf-daf4c1b2f717	tools-exec-09	ACTIVE	-
Running public=10.68.17.64, 208.80.155.152			
523df61c-07f0-41ba-924d-e2b8e474b4d7	tools-exec-cyberbot	ACTIVE	-
Running public=10.68.16.39			
65516028-7f49-4976-962c-543113ca77eb	tools-uwsgi-02	ACTIVE	-
Running public=10.68.17.216			
cdce426b-ef6f-47e7-96e4-bcb3647f4709	tools-webgrid-04	ACTIVE	-

Running	public=10.68.17.174			
7fa7d90f-b783-409f-aa46-5cba75283645		tools-webgrid-generic-02	ACTIVE	-
Running	public=10.68.16.215			
79aeb31c-alc1-41af-9e00-df2c7e248924		tools-webgrid-tomcat	ACTIVE	-
Running	public=10.68.16.29			
8df6ac98-05b8-4d60-bc5c-15b3c206c450		toolsbeta-mail	ACTIVE	-
Running	public=10.68.16.113			
5584c52e-619d-424b-b060-14b385754147		toolsbeta-master	ACTIVE	-
Running	public=10.68.16.146			
31e8206d-fa5c-4e62-a805-8cfb7def1f46		toolsbeta-puppetmaster3	ACTIVE	-
Running	public=10.68.16.92			
a0a49d0b-0fae-45bf-938b-7c942567fa8c		upload-wizard	SHUTOFF	-
Shutdown	public=10.68.16.228			
29704829-3c25-4f79-b6f6-ed985946ec1f		wdq-bg1	ACTIVE	-
Running	public=10.68.16.156			
0bb0601e-381d-491d-a580-c13ca963da8c		wdq-bg2	ACTIVE	-
Running	public=10.68.16.159			
29f1b7a1-b3a5-4be7-8af3-81e620d69555		wdq-bg3	ACTIVE	-
Running	public=10.68.16.168			
9271df41-9f7a-4b28-95a1-dc691f0e0076		wdq-wikidata	ACTIVE	-
Running	public=10.68.17.219			
09733bff-d485-40d8-9a7f-4a3670509741		wikidata-reports	SHUTOFF	-
Shutdown	public=10.68.17.34			
303fcd47-12dd-4c00-8961-13dd82d03ee7		wikimetrics-staging1	ACTIVE	-
Running	public=10.68.16.77			
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