



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/20170427-ocg

[< Incident documentation](#)

Contents [\[hide\]](#)

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

Summary

During eqiad row D switch maintenance OCG (the service that renders PDFs) suffered an outage due to all of its service hosts being unreachable. During the time of outage users were not able to create PDFs from pages and collections.

Timeline

- 16:55 pybal alert for ocg.svc.eqiad.wmnet being down comes in and investigation begins
- 17:08 _joe_ stops pybal on lvs1006 to stop announcing via BGP
- 17:24 XioNoX restores switch port configuration for LVSeS in row D
- 17:27 pybal recovers, ocg.svc.eqiad.wmnet reachable again
- 17:30 _joe_ starts pybal on lvs1006 again

Conclusions

OCG was down for ~30min due to a combination of factors, namely row diversity isn't fully implemented with two service hosts being in the same rack and row that was undergoing maintenance [bug T148506](#). The remaining OCG host is in row C but under maintenance at the time of the incident [bug T161158](#).

Actionables

- Complete the OCG deprecation [bug T150871](#)

Category: [Incident documentation](#)

[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](#)

This page was last edited on 28 April 2017, at 08:35.

Text is available under the [Creative Commons Attribution-ShareAlike License](#); additional terms may apply. See [Terms of Use](#) for details.

[Privacy policy](#) [About](#)

[Disclaimers](#) [Code of Conduct](#) [Developers](#) [Statistics](#) [Cookie statement](#) [Mobile view](#)

[Wikitech](#)

