



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/20190624-wdqs

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Summary

WDQS public endpoint in eqiad was overloaded between [11:50 UTC until 13:15 UTC](#), leading to HTTP 5xx being served to users. Updates were disabled to mitigate the issue.

Impact

The outage (or at least reduced service availability) went for ~1.5h, leading to ~7K HTTP 5xx being served.

Detection

The LVS check was alerting.

Timeline

All times in UTC.

- 11:58: [increased rate of HTTP 5xx](#) on WDQS public endpoint
- 12:04: first Icinga alert for "PROBLEM - LVS HTTP IPv4 on wdqs.svc.eqiad.wmnet is CRITICAL: CRITICAL - Socket timeout after 10 seconds"
- 12:36: ban of GuzzleHttp user agent (this seems to be the UA generating the most read traffic at the moment)
- 12:49: restarting blazegraph on wdqs1004 (JVM thread out of control)
- 13:00: shutting down wdqs-updater on wdqs-public / eqiad
- 13:02: last Icinga recovery for "RECOVERY - LVS HTTP IPv4 on wdqs.svc.eqiad.wmnet is OK: HTTP OK: HTTP/1.1 200 OK - 448 bytes in 0.341 second response time"

Conclusions

What went well?

- internal WDQS clusters were not affected, segregating use cases works

What went poorly?

- while we do have throttling in place to keep read load under control, this was not sufficient to prevent the issue

Where did we get lucky?

- Not sure there was much luck here.

Links to relevant documentation

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Actionables

- Better throttle generic user agents [517555](#) (should be deployed later today)
- Rate limit updates [phab:T226413](#)

Category: [Incident documentation](#)

This page was last edited on 24 June 2019, at 15:24.

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