



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/20151218-payments wiki

[< Incident documentation](#)

On December 18 2015 at 11:15 UTC icinga started sending alerts about payments webserver timeouts. We found apache processes backing up, waiting for trivial queries to the fundraising drupal database.

Contents [\[hide\]](#)

- [1 Sequence of Events](#)
- [2 Impact](#)
- [3 Root cause](#)
- [4 Recommendations](#)

Sequence of Events

- 11:15 icinga alerts begins, Faidon investigates
- 11:38 Jeff contacted and starts investigating
- 11:40 Peter takes banners down
- 12:20 Jeff adjusts mysql table_open_cache and flushes tables on mysql server, services promptly recover
- 12:30 Peter puts banners back up

Impact

During the time the database was sluggish payment processing performance was degraded and donors may have seen error messages or timeouts.

Root cause

We appear to have overrun mysql's configured open table cache, which caused mysql to become sluggish to open and close tables for queries.

Recommendations

Additional mysql tuning was performed after the outage to prevent similar outages.

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 February 2016, at 19:23.

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](#)

