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Incident documentation/20150422-LabsOutage

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Summary

Many labs instances were migrated to new virtualization hardware. A kernel bug on the new hosts resulted in bad behavior of the guest VMs: poor response time, network interruptions and a flurry of monitoring alerts. Kernel update and reboot on the affected systems resolved the problem, but the accompanying reboot further interrupted many VMs.

Affected hosts were running a kernel having this bug:

<https://bugs.launchpad.net/ubuntu/+source/linux/+bug/1346917> which was found by investigating the symptoms reported at <https://bugs.launchpad.net/ubuntu/+source/linux/+bug/1307473> on comparable Precise->Trusty upgrades.

Timeline

prehistory

- There are six new labs virtualization boxes, labvirt1001-1006. They run the same hardware as old, tried-and-true nodes virt1010, 1011 and 1012. virt1010 and 1011 are running Ubuntu Precise, virt1012 is running Trusty with 3.13.0-46 kernel. The new nodes use a stock install of Trusty, kernel version 3.13.0-24.
- Andrew migrates select instances to the new labvirt hardware. Projects 'openstack,' 'testlabs,' and a few miscellaneous instances are moved to the hardware. No ill-effects are observed.

2015-04-20

- Andrew migrates the 'cvn' and 'staging' projects to labvirt hosts.

2015-04-21

- Andrew runs a scripted migration of the deployment-prep project to labvirt hosts. This is the first large-scale migration to the new hardware.

2015-04-22

- [02:00] Shinken starts to send many, many alerts to #wikimedia-releng, reporting deployment hosts to be flapping. Page loads fail intermittently.
- [12:30] Andrew wakes up, begins a scripted migration of Tools instances to the labvirt hardware.
- [13:00] Andrew converses with Tyler Cipriani and becomes aware of the deployment-prep issues, starts debugging in earnest.
- [15:00] By this time it's clear that the issue is localized to instances on labvirt hardware. Scripted migration of tools is halted.
- [16:30] The first working theory is that there's a competition for resources on labvirt1005 and 1006, as instances on those hosts are sending the most alerts. Ganglia graphs are spiky and concerning and most instances on those hosts are unresponsive, so Andrew reboots them. Symptoms are temporarily alleviated.
- [18:00] It's clear now that reboots were insufficient and we still have issues, including on labvirt1001-1004.
- [20:00] Alex Monk notes that ping times are very irregular; sometimes jumping to multiple seconds. Andrew confirms that this issue is also isolated to instances on labvirt hosts. Marc joins the debug effort.
- [21:00] Marc notices clock drift on instances, quickly locates a kernel bug that fits.

<https://bugs.launchpad.net/ubuntu/+source/linux/+bug/1307473>

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- [21:15] It's agreed to try a kernel upgrade. Andrew starts migrating tools hosts away from labvirt1001 so it can be restarted without causing further interruption.
- [21:45] Andrew upgrade the kernel of labvirt1001 to 3.16.0-34, reboots. The instance fails to start as it is unable to mount the filesystem,
- [22:30] labvirt1001 is finally back up, running kernel 3.13.0-48. Instances seem to be running properly. Andrew migrates tools nodes away from labvirt1002.
- [23:45] Andrew upgrades labvirt1002 to 3.13.0-48, reboots, restarts all instances.

2015-04-23

- [14:00] labvirt1001 and labvirt1002 are declared healthy. Andrew migrates tools hosts away from 1003-1006, Marc drains jobs from affected tools-exec nodes.
- [14:24] labvirt1006 upgraded and rebooted
- [15:08] labvirt1005 upgraded and rebooted
- [15:42] labvirt1003 upgraded and rebooted
- [16:06] labvirt1004 upgraded and rebooted
- [16:30] All labvirt hosts up, all instances running.

Actionables

(Use <https://phabricator.wikimedia.org/tag/incident-20150422-labsoutage/> for any follow up tasks)

All labvirt nodes are now upgraded and fine. When the other HP systems (virt1010, 1011, 1012) are re-imaged, it's critical that a dist-upgrade and reboot be run before any instances are migrated to them.

- Guard against nova-compute being deployed on affected kernels ([T97152](#))

Affected Instances

c6f1aa6d-a52b-4234-9835-630658a71940	compiler
228e1ae7-eee6-4930-b706-a5b20423cfd1	consul1
1b7b03fb-9c28-42d1-b332-32b1847bc64d	consul2
e4091940-9eda-43c9-b888-3c89c7e26cb3	consul3
b52e2a1e-bb61-4819-b2f5-d552c1cfc825	cvn-apache8
e43664a5-e763-469a-9948-2f2c6c539db2	cvn-app4
9cb1f5db-e6b0-4e47-a508-29feb705bcf2	cvn-app5
742f631a-6bcc-4bb9-8ab1-8cacc1d376da	dashboard-sentry
fd78c4b0-353e-4b8e-a079-dd59d6232751	deployment-apertium01
e2c147fd-dc09-417a-8d11-ce8a2a652467	deployment-bastion
9d05dbda-4103-432c-9449-498243e10db6	deployment-cache-bits01
aa3c3550-96a7-4f20-a1ab-c88c01a8e5e9	deployment-cache-mobile03
94d3fa4b-5bf7-4c15-acdf-35d20bb4942d	deployment-cache-text02
5e4a6717-6db8-4033-aa2b-14282dad290e	deployment-cache-upload02
d0da5ac8-34ca-43a9-b63d-64ee438c29cc	deployment-cxserver03
aec2245c-e965-4f06-8496-a0d9abf519ee	deployment-dbl
8a9c2ff4-ef08-4fd9-89aa-bc954e982c2d	deployment-db2
cacacac3-010d-4ce6-a13c-004e12a17f5b	deployment-elastic05
1411d0ec-e934-4bfa-8327-81bfbbe4df32	deployment-elastic06
52c5fd7a-9b14-45da-b531-7c7a458be5c2	deployment-elastic07
a9a9522f-883d-4f24-b290-960c57a91f2d	deployment-elastic08
abca73aa-4b99-4442-a662-adbfcaadd40b	deployment-eventlogging02
05cec48f-ed80-40a9-b6fc-eff9d3c40fbe	deployment-fluoride
ff9aac2d-ba32-4b86-91be-5aa4181589f3	deployment-jobrunner01
dfacf7e3-d60c-4990-9681-30610df4ae3d	deployment-kafka02
0294f3af-eba5-4ac8-9205-7c1aba8808d9	deployment-logstash1
012b196d-c795-4ab6-94ea-e453214d39c2	deployment-lucid-salt
e8cdee8b-d4b9-4ccb-8be5-944093ae3bf3	deployment-mathoid
91247f8c-e524-4d20-9c9e-2fc2ae3cdc23	deployment-mediawiki01
beb4a87e-cb4f-4e2f-a442-fda67ce20c98	deployment-mediawiki02
2cfaf18c-e6ea-4c2d-b96f-df7f50b6bc9a	deployment-mediawiki03
8290c03a-a64c-4d22-bbce-f7c92afe30cd	deployment-memc02
15d6d50c-aae9-4320-9e48-ea3022fba95f	deployment-memc03
507ed00f-b7fc-42e8-803c-53224646598d	deployment-memc04
811cd53f-855b-490f-b28e-c80184600dd5	deployment-mx
cec6f6dc-5ab0-420e-8bc0-871ad3c9999b	deployment-parsoid01-test
b26e5c79-7190-431c-9fc9-e12bf05c0cd6	deployment-parsoid05
9a284217-479f-4cab-9652-58fb3659aa66	deployment-parsoidcache02
d46df8b9-6c41-409d-9853-b2b4dc876088	deployment-pdf01
54c66f88-4c39-487b-802b-2eec751f4300	deployment-pdf02

fb5507a9-6488-47b8-9737-ed739f8faff5	deployment-redis01
e9e794b0-df85-4181-8b8a-c4a784bf11e7	deployment-redis02
a71ec107-2c2a-4a5a-bdb5-d35d1ca95302	deployment-restbase01
088a0575-c09b-4c42-88a5-4ef57d8705c0	deployment-restbase02
5a4610ff-3fb1-443c-92f2-995ed63d3e79	deployment-rsync01
abb50762-93d0-4c9d-8853-adbbb6b56e00	deployment-salt
fcaa135e-3fce-4fae-afe0-ded789fe6f6a	deployment-sca01
ee28b0f9-7071-4724-a852-63b0a95a7416	deployment-sentry2
70e51d3c-f898-4c87-9b3f-e11bee0087d6	deployment-stream
ec228fb1-7cca-4c1b-9f5f-63bfc0aee45c	deployment-test
eba7ec1f-8fcf-4ab3-a616-33f486cfb099	deployment-upload
02bed745-a849-4f95-8d0c-ef2633b19ac0	deployment-url downloader
4d4ee285-2eaa-4286-9e98-4fd705c50de4	deployment-videoscaler01
1754601e-6b04-49d1-a1f9-0c85e361379b	deployment-zookeeper01
be146908-b8ad-45ee-894b-9c7c1ed983ff	deployment-zotero01
071aaf64-0da6-463f-9793-1a847774b816	designate-devel
e7720543-b214-41ea-824e-60626717509e	etcd1
0995d912-6091-4f1e-bd82-b2e547b558fd	etcd2
939f577c-1057-4fbb-aca4-c6436ffe3130	etcd3
f7e8f15f-d5b3-4cf7-847b-612f4443b86c	etherpadt
78c56d53-1770-466b-9ad2-6955a539561c	integration-saltmaster
a4958be9-7226-4485-b569-5dedeaccc9be	integration-slave-trusty-1021
b1af424a-e4f8-4291-8ca0-e572c4db7ff5	labs-bootstrapvz-jessie
06893e3c-cb62-40bb-b198-ba9f1be01725	labs-vmbuilder-trusty
c3a82ada-8d29-4915-b2ef-44d85994a7ab	otto-hadoop-master01
5853c165-347a-4597-b9ff-a80288b9332d	otto-hadoop-worker01
022b065e-af9f-4731-9dda-bdbafdf31673	otto-impala-master01
c1036bc0-58fb-4cle-9b4c-3fb265816af0	puppet-andrew
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bd22137c-3d58-4d86-9ec5-dcd104259c4a	puppet-jmm-precise
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1c9789e7-2e0f-4ecb-ba70-1561112574f7	puppet-matanya
0d61121b-5f29-4c3c-a5db-3a2b5f20ad56	sol
2f7a4792-0e76-4e32-b53c-204d5c54c9b8	staging-cache-text01
887d3809-46b3-4281-a301-e0a2629eb790	staging-db01
f935259d-e57b-4afb-8e22-e83167d77be5	staging-elastic01
cfb5bbd0-f76a-416f-8794-f33d9571b43a	staging-elastic02
43224d6d-882a-4da0-9e4b-6a594edb3901	staging-elastic03
929c9324-b6f2-444f-9a43-a17b012d1c5c	staging-elastic04
e40ecd84-c0b2-4148-a7c8-9f94ab34f5e4	staging-eventlogging
abcb156c-640b-4e17-a5c0-fb8eefbfbd42	staging-mc1
00112297-e081-482d-b767-48f4359c8882	staging-mc2
63356051-954e-4d82-965f-2718d5976fe9	staging-ms-be01
728acb5a-72a4-41ce-90a3-83173dc7673e	staging-ms-be02
3842a06c-6b40-4bd8-845b-539adb9259df	staging-ms-be03
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923b0a84-729b-4b80-9fa1-e5c9e26ee330	staging-sca01
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ed5f01c6-9157-4962-8360-7e696c2fdefb	staging-tin
ca015784-def3-4231-a225-e7844f179ce4	tools-bastion-01
dc88c3f6-b685-4e5a-8a54-436b63147497	tools-bastion-02
086da8f4-e7d2-4541-830b-9f946510e7dc	toolsbeta-quarry-labsdebrepo-test
605caf6e-f642-4cd3-8d42-268fb5e2c612	tools-dev
4222c0f5-b3bd-41a9-94d2-30faad4202ce	tools-exec-01
eb6e8fad-8646-4251-a706-fc90bf0be0c9	tools-exec-02
fa611e16-6b85-4f74-92a3-2ed1635fa481	tools-exec-04
6a1a2095-8474-4378-8290-9dece5b9c3d8	tools-exec-05
ad12146e-b225-47b2-97f0-330527688331	tools-exec-06
30b98f1d-1c5a-49c1-b800-f4c535addc12	tools-exec-07
cb2940d6-2560-4dc5-9e12-f894efd33dfc	tools-exec-08
5cd684db-d0a6-4241-a11f-daf4c1b2f717	tools-exec-09

ec414ae4-a46f-425f-b9d5-950df155f137	tools-exec-10
a4fc3c84-bc8e-42bf-9209-0549c9872e84	tools-exec-11
47608ad4-1adc-4104-b1c5-96281a945ff8	tools-exec-12
dcb7a789-5c33-42c5-85ea-b8dd50dcbf1b	trusty-manual
bf212ca9-9e05-427b-ac44-7155900f7cba	trusty-medium-1429649189
3d2e226d-a74d-4188-a0b5-1c56093d599c	util-abogott
fde6e5e8-a78d-4950-8b6c-b12a84170a3d	wikidata-mobile
095763a3-84ca-4c7a-90dc-d143be64722c	wikitech-test-network
bf85a20d-beba-47db-ae38-86b149acf9a2	wt-test-api
ea6a001c-b2a9-44b8-8c47-17a51885232d	wt-test-compute
8e592f62-3dbc-43f1-ae4c-94cc807f6418	wt-test-controller
36de46b1-c196-4253-adf9-0bb3b036ddb3	zk1
533c8e50-facc-4659-bb9a-b934e5585be3	zk2
920a53e7-91a1-4a60-a8c5-92db1ab8aa55	zk3

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