



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/20150409-EventLogging

[< Incident documentation](#)

Contents [\[hide\]](#)

- 1 [Summary](#)
- 2 [Timeline](#)
 - 2.1 [Thursday Apr 9, 2015](#)
 - 2.2 [Friday Apr 10 - Friday Apr 17, 2015](#)
 - 2.3 [Monday Apr 20, 2015](#)
- 3 [Conclusions](#)
- 4 [Actionables](#)

Summary

EventLogging events were not written to the database during some time spans, starting on March 22nd, 2015. Related Phabricator task: <https://phabricator.wikimedia.org/T96082> The data loss affected all schema tables. The actual intervals are (UTC):

- 2015-03-22 18:50:00 to 2015-03-22 20:20:00*
- 2015-03-24 00:30:00 to 2015-03-24 01:50:00*
- 2015-03-24 20:50:00 to 2015-03-24 21:30:00*
- 2015-03-29 17:40:00 to 2015-03-29 19:00:00*
- 2015-04-01 21:10:00 to 2015-04-01 21:20:00*
- 2015-04-06 09:38:03 to 2015-04-06 11:31:23
- 2015-04-06 14:08:10 to 2015-04-06 14:54:57
- 2015-04-06 15:36:38 to 2015-04-06 15:52:16
- 2015-04-06 23:00:38 to 2015-04-07 01:23:56
- 2015-04-08 18:45:18 to 2015-04-08 21:20:36
- 2015-04-09 17:12:48 to 2015-04-09 18:49:48
- 2015-04-11 03:30:25 to 2015-04-11 05:20:30
- 2015-04-11 13:59:42 to 2015-04-11 15:32:42
- 2015-04-11 18:53:40 to 2015-04-11 20:11:02
- 2015-04-12 14:25:16 to 2015-04-12 15:52:38
- 2015-04-13 11:31:46 to 2015-04-13 12:41:49
- 2015-04-13 16:23:46 to 2015-04-13 17:49:34
- 2015-04-14 14:15:46 to 2015-04-14 16:16:06
- 2015-04-14 19:22:31 to 2015-04-14 21:27:15
- 2015-04-15 16:12:54 to 2015-04-15 16:43:47
- 2015-04-19 10:07:21 to 2015-04-19 12:36:40
- 2015-04-20 07:00:48 to 2015-04-19 10:00:39
- 2015-04-20 17:40:00 to 2015-04-20 20:19:00
- 2015-04-21 14:30:00 to 2015-04-21 16:59:00
- 2015-04-22 01:50:00 to 2015-04-22 03:49:00
- 2015-04-22 12:30:00 to 2015-04-22 13:49:00
- 2015-04-22 15:30:00 to 2015-04-22 16:39:00
- 2015-04-22 18:00:00 to 2015-04-22 18:59:00
- 2015-04-22 20:20:00 to 2015-04-22 21:19:00

(*) Approximate

The problem continues to persist as of April 20, 2015. Backfilling will be carried out during this week (April 20 -

[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](#)

27, 2015), at least for the intervals not marked with (*).

Timeline

Thursday Apr 9, 2015

The problem is observed, studied and presented to the Analytics team.

Friday Apr 10 - Friday Apr 17, 2015

The issue is researched and scoped. Root cause is found.

Monday Apr 20, 2015

Backfilling starts.

Conclusions

The rate in which events are being inserted to the database is slower than the rate in which events come to the EventLogging server. This overhead accumulates events inside a buffer in the EL consumer, which eventually gets too big in memory, and gets killed by the system. All the events that were in the buffer at the time of the process kill are not inserted in the database.

Some weeks ago, this problem happened in the DB layer. Changes were made that optimized the event insertion with success. However, in the last weeks EL throughput has increased significantly, which made the problem surface again, this time in the EL consumer layer.

Actionables

- Status: ■ **Done** Backfilling the data.
- Status: ■ **In progress** Implementing a quick solution for the problem to cease.
- Status: ■ **In progress** Implementing a true solution to the EL scaling problem.

Categories: [Incident documentation](#) | [EventLogging/Incident documentation](#)

This page was last edited on 27 April 2015, at 15:48.

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](#)

