



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/20160319-Ores

[< Incident documentation](#)

Contents [\[hide\]](#)

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

Summary

ORES went down and responded slowly for ~2 hours today.

Timeline

- 1930 UTC: New deployment begins
- 2005 UTC: ORES begins to be overloaded
- 2025 UTC: A problem with old Jessie installs is discovered [Phab:T130463](#) -- it turns out that it was really a pip issue with versioning <https://github.com/pypa/pip/issues/214>
- 2130 UTC: A new cluster is built and requests are being served at the rate that they come in
- 2300 UTC: A new cluster configuration is complete.

Conclusions

1. Pip does not remove old versions when installing new wheels. This will need to be done manually
2. Our precaching utility will back-up during a short outage and unleash a load of requests on the service when it comes back online

Actionables

- Implement version purging on top of pip [see change](#) **Done**
- Add a web node to the cluster [Phab:T130394](#) **Done**

Category: [Incident documentation](#)

This page was last edited on 23 July 2016, at 00:20.

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

[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](#)