Closed Opened 8 months ago by Oraig Furman

# 2019-10-15 High latency for ci-runners

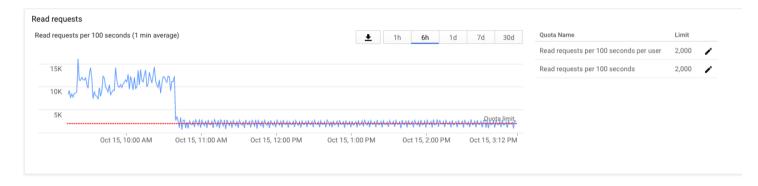
## Summary

Incident resolved.

Total Time degraded:

08:47 UTC to 18:20 UTC - 9h32m

CI latency is poor, a large backlog of jobs is building up. This appears to be a GCP quota change on GCP's compute API that is adversely affecting GitLab. The drop in performance corresponds to an unrelated quota increase request that we theorize may be related this drop. The previous value of this quota was 12000 and was dropped to 2000. We are working with Google support to expedite the restoration of the previous quota value.



## **Timeline**

All times UTC

2019-10-15

- 08:30 The GCE API error rate in our CI project sharply increases.
- 09:30 By this time, the backlog of pending jobs is larger than normal.
- 10:53 SRE on-call becomes aware of the issue.
- 11:00 We notice that our GCE API request rate had suddenly plunged at around 09:30. Specifically, it plunged from around 10k requests per 100s to 2k, the quota limit.
- 11:10 Google support are contacted asking them to raise the quota.
- 14:00 Latest reply from Google support: "We are now on the last stage of evaluating your quota increase request. Rest assured that we are working on it to be applied the soonest time possible."
- 14:45 Initial notification that API quotas have been raised- verifying
- 16:45 Continuing to monitor recovery of pending jobs queue 50%
- 18:16 Initial Recovery posted.
- 18:20 System appears recovered.
- 18:48 Issue/ Incident closed.

Post Incident Review started on infrastructure#8176 (closed)

Edited 8 months ago by David Smith



Related merge requests 1 1	
Case insensitive ETag comparison	
gitlab-org/gitlab-workho!434	12.4



<u>Craig Furman @craigf</u> added <u>S2</u> <u>incident</u> labels <u>8 months ago</u>



<u>Craig Furman</u> @craigf added 1 deleted label 8 months ago



#### <u>Alex Komarovsky</u> @akomarovsky · 8 months ago

any updates? our jobs are stuck



## Craig Furman @craigf · 8 months ago

We have exceeded our Google Compute Engine API usage quota in our CI. Currently very few CI jobs are being scheduled. I've requested a quota increase from Google, which if fulfilled should cause the pending job queue to begin being processed.

We apologize for the substantial disruption this is causing and are working to fix this.



#### <u>Craig Furman @craigf</u> added <u>S1</u> label <u>8 months ago</u>



#### Oleksandr Kulbida @oleksandr.kulbida · 8 months ago

Does this affect all customers? Seems our jobs are in pending status for more than 30 min

Collapse replies



#### <u>Craig Furman</u> @craigf · 8 months ago

Owner

This affects all customers using the gitlab.com shared runners.



#### Nicolas Dumont @nicoesiea · 8 months ago

Thank for your answer ocraigf, but now my status is still pending after more than 4 hours...

Edited by Nicolas Dumont 8 months ago



#### Robin Guinant 🀱 @Foohx · 8 months ago

6 hours of pending for me 😝 You just have to be patient 😜

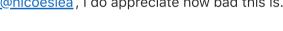




#### Craig Furman @craigf · 8 months ago

Owner

Hi <u>@nicoesiea</u>, I do appreciate how bad this is. \_\_\_\_\_



Unfortunately my answer is the same: we're pursuing various channels with Google to get these quotas increased so that we can provision machines at a faster rate. After incidents, especially ones of this magnitude, we perform root cause analysis to try to improve in the future and avoid similar incidents.

As far as I can currently tell, our backlog of jobs has been higher than normal for about 3 hours.



waiting :(

Please <u>register</u> or <u>sign in</u> to reply



## Richard Quadling @RQuadling-DigiTickets · 8 months ago

How do I configure our pipelines to NOT use the shared runners? What is the cost implications please?

Collapse replies



Alex Allen 🖖 @lxalln · 8 months ago

You can see how to setup runners and configure your project to use or not use shared runners here: <a href="https://docs.gitlab.com/ee/ci/quick\_start/#configuring-a-runner">https://docs.gitlab.com/ee/ci/quick\_start/#configuring-a-runner</a>



#### <u>Oleksandr Kulbida</u> <u>@oleksandr.kulbida</u> · <u>8 months ago</u>

@lxalln Can we have both specific and shared runners?



## Alex Allen 🖖 @lxalln · 8 months ago

<u>@oleksandr.kulbida</u> I believe so, yes. If you want to disable shared runners, there is a setting for that (if you only wanted to run on your own runners).



#### <u>Daniel Rosiak</u> @daniel-rosiak · 8 months ago

Yes, you can and you can run them on different jobs - use tags for it;)

Edited by **Daniel Rosiak** 8 months ago

Please <u>register</u> or <u>sign in</u> to reply



### David Smith 7 @dawsmith · 8 months ago

Owner

Some Graph views of the incident: clearly shows the time the GCP API quota decreased (for whatever reason - high priority google ticket open). Most graphs are last 6hours.

Pending Jobs Rising:

Latency Increase:

Runner limits:

Autoscale machines: (Drop is the API quota decrease)

Collapse replies



Owner

Graphs from Google console showing rate limiting of API requests:

Please <u>register</u> or <u>sign in</u> to reply



Alessio Caiazza @ @nolith · 8 months ago

Developer

Can we spin up DO runners as a fallback?

/cc @ayufan @tmaczukin

Collapse replies



Owner

<u>@nolith</u> - we can't - that infra was spun down and subsequent changes have made that fallback unworkable.



Alessio Caiazza @ @nolith · 8 months ago

Developer

ok, thanks @dawsmith

Please <u>register</u> or <u>sign in</u> to reply



Alessio Caiazza (@nolith mentioned in merge request gitlab-org/gitlab-workhorse!434 (merged) 8 months ago



<u>Craig Furman @craigf</u> changed the description <u>8 months ago</u>



#### <u>Craig Furman</u> @craigf · 8 months ago

Owner

The 09:30 drop in request rate is time-correlated with a quota increase for SSD space in that same project. I made that request, have re-checked my confirmation emails, and am 100% sure that neither I nor a Google rep mentioned a simultaneous quota decrease elsewhere! Hopefully we will get an answer to this for the RCA



<u>Craig Furman @craigf</u> removed <u>S2</u> label <u>8 months ago</u>



John Jarvis @jarv changed the description 8 months ago





John Jarvis @jarv changed the description 8 months ago



Craig Furman @craigf mentioned in issue infrastructure#8176 (closed) 8 months ago

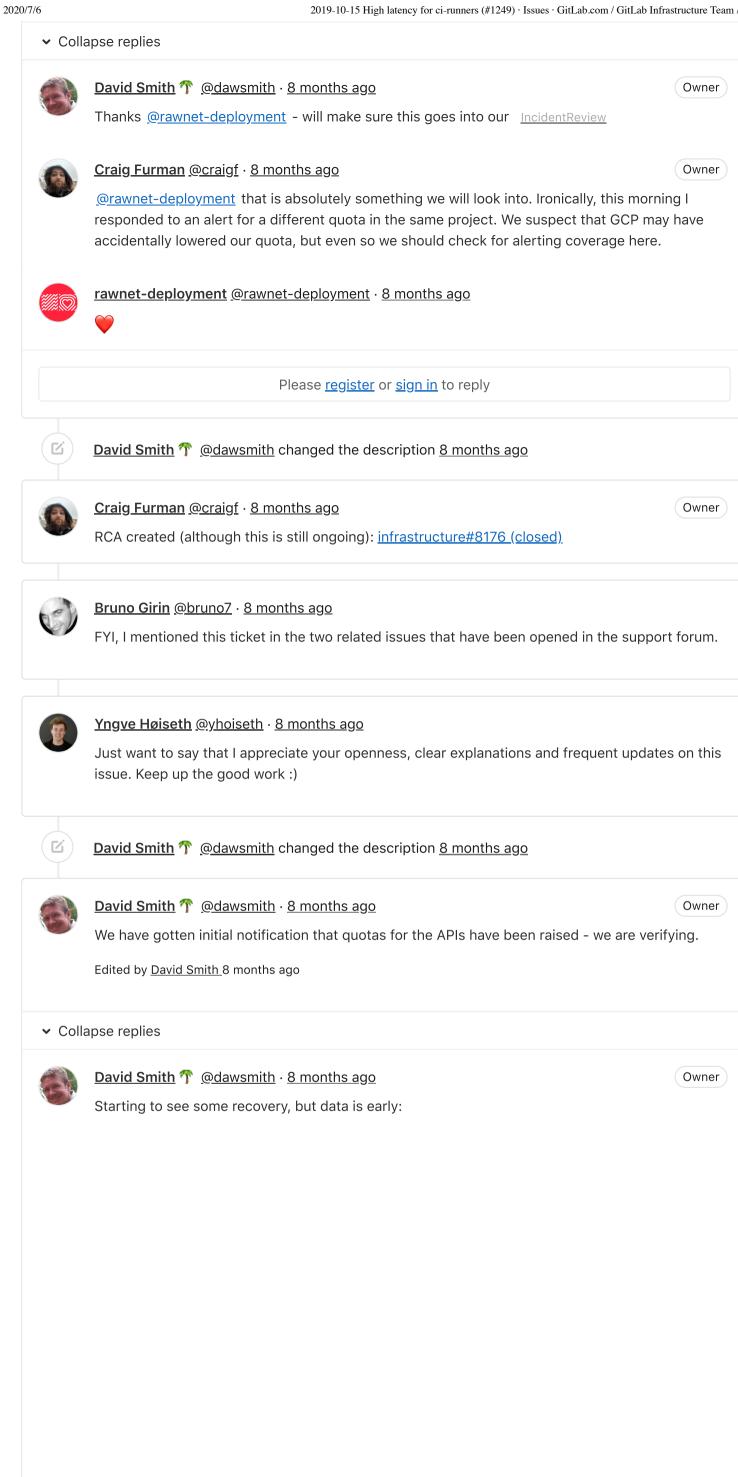


<u>rawnet-deployment</u> @rawnet-deployment · 8 months ago

When this is fixed I was wondering if you had any quota limit alerts in place?

https://developers.google.com/admin-sdk/alertcenter/limits

The above might be helpful?





Robin Dirksen de @robindirksen1 · 8 months ago

FYI, all my pipelines failed. Now restarting them.



Owner

Same from GCP console:



Antoine Le Gal Malegal · 8 months ago

Still back on track? I had jobs running but last ones remains pending as few hours ago.



Nick Pateman @SirLancelot\_OG · 8 months ago

Two pipelines that were pending for three hours have now passed.



rawnet-deployment @rawnet-deployment · 8 months ago

still nothing, perhaps I should be more patient 🙏 1hr +



Owner

yes - recovering is continuing, but working through a backlog of jobs. And now people are finding jobs that failed and pushed up changes/fixes, creating a new wave of jobs:

Jobs running still coming up to normal levels:

Pending Jobs- start of recovery and bump as new pending jobs/fixes come in.



Owner

As we monitor recovery, we ultimately want to see this graph get better. We see the initial improvement, the numbers will continue to improve as the runners work down through the pending queue and get to more recently scheduled jobs:



David Smith ↑ @dawsmith · 8 months ago

Continued recovery data in terms of latency:

Owner

Please <u>register</u> or <u>sign in</u> to reply



Craig Furman @craigf marked this issue as related to infrastructure#8176 (closed) 8 months ago



Adrián Calvo @AdrianClv · 8 months ago

My old pipeline passed, the new one is pending for 20min. So it looks like it's starting to recover.



Inactive Account ( @winh mentioned in issue gitlab-org/gitlab#5419 (closed) 8 months ago



<u>Ishmael Rufus</u> @c5 rufus · 8 months ago

My jobs are still pending.



Elias Caceres @elias.caceres · 8 months ago

My jobs are still pending, Any solution?

Edited by Elias Caceres 8 months ago



Julien Stébenne @ @jstebenne · 8 months ago

My jobs just started running.

It's alive!



Owner

Based on:

A weak/quick estimate for recovery: Our peak pending was at ~18,400 jobs at 14:31 UTC, we are now at ~12,400 at 16:30 UTC - so a pessimistic calculation getting us to a normal ~2500k jobs is 4 hours (6K jobs reduction in 2 hours)

It looks like a pessimistic estimate for full recovery is 4 more hours







#### <u>Ishmael Rufus</u> @c5 rufus · 8 months ago

My job was processed but fired this back.

Pulling docker image docker:stable ... ERROR: Preparation failed: Error response from daemon: received unexpected HTTP status: 502 Bad Gateway (executor\_docker.go:188:15s) Will be retried in 3s ... ERROR: Job failed (system failure): Error response from daemon: received unexpected HTTP status: 502 Bad Gateway (executor\_docker.go:188:15s)

I restarted the job to see if i'll get the same issue again

Edited by Ishmael Rufus 8 months ago

#### ▼ Collapse replies



## Andrea Carriero 4 @andreacarrieroo · 8 months ago

The Docker Hub is down. Not related to GitLab

Edited by <u>Andrea Carriero</u> 8 months ago



## Julien Stébenne @ @jstebenne · 8 months ago

Would the be the cause of this error message when I try to run gitlab-runner exec docker locally?

Will be retried in 3s ...

Using Docker executor with image docker:18.04.0-ce ...

Pulling docker image gitlab-runner-helper:11.2.0 ...

ERROR: Preparation failed: Error response from daemon: received unexpected HTTP Will be retried in 3s ...

ERROR: Job failed (system failure): Error response from daemon: received unexpected HTTP status: 503 Service

Edited by Julien Stébenne 8 months ago



#### Alireza Jahandideh @ar.jahandideh · 8 months ago

Same is here

Using Docker executor with image ruby:latest ...

Pulling docker image ruby:latest ...

ERROR: Preparation failed: Error response from daemon: received unexpected HTTP

Will be retried in 3s ...



## Stan Hu @stanhu · 8 months ago

Maintainer

@jstebenne DockerHub is down: https://status.docker.com/pages/533c6539221ae15e3f000031



#### 

Owner

Agreed - our recovery looking to be continuing, but the dockerhub issues will affect people's failures on pipelines.



Alireza Jahandideh @ar.jahandideh · 8 months ago

@dawsmith That would help to empty the queue faster, I guess!



#### Justin Randall @justin106 · 8 months ago

When it rains.... poor DockerHub.

Running with gitlab-runner 12.3.0 (a8a019e0)
on docker-auto-scale 72989761
Using Docker executor with image cirrusci/flutter ...
Pulling docker image cirrusci/flutter ...
ERROR: Preparation failed: Error: No such image: cirrusci/flutter (executor\_dock will be retried in 3s ...

Please register or sign in to reply



#### Stan Hu @stanhu mentioned in issue gitlab-org/gitlab-foss#45800 (moved) 8 months ago



#### Daniel Domé @daniel.dome · 8 months ago

Hi Guys, my private runners are also failing .... not totally sure if related with same issue .... (but were working up to today)

gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner Runtime gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner ERROR: gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner PANIC:

Edited by Daniel Domé 8 months ago



## Joe Zidell @jzidell · 8 months ago

The two might be related. Dockerhub could be down due to the enormous load of jobs queued up and all trying to run concurrently

Edited by Joe Zidell 8 months ago



#### 

Owner

Docker hub is back up <a>@daniel.dome</a> - worth a retry.

We are watching our metrics - things look much better and will update again soon here.

Collapse replies



#### 

Owner

Initial Recovery - we'll post an all clear once we are sure:

- 1. Dockerhub is okay too
- 2. We see the latency numbers stay at appropriate levels for another 30 minutes.



Owner

That dip in the bottom right graph is likely related to the dockerhub incident.



Daniel Domé @daniel.dome · 8 months ago

Thanks <u>@dawsmith</u>! I had a lot (>30) of private runners not connected on my available group runners list, I cleaned them all from the UI list and now our pipelines are working again. Thank you very much!

Please <u>register</u> or <u>sign in</u> to reply

David Smith



Owner

calling all clear and back to normal levels for GitLab.com shared runners.

cc @craigf @msmiley







ops-gitlab-net @ops-gitlab-net mentioned in issue infrastructure#8119 (closed) 8 months ago



Ishmael Rufus @c5 rufus · 8 months ago

All jobs okay. Thanks everyone



Alex Ahlund @giantjunior · 8 months ago

Still can't push on my end. Also seems your main site is down.



Rémy Coutable @ @rymai mentioned in issue gitlab-org/gitlab#34189 (closed) 8 months ago



ops-gitlab-net @ops-gitlab-net mentioned in issue #1266 (closed) 8 months ago



Marin Jankovski @marin added Service Cl Runners scoped label 6 months ago



Marin Jankovski @marin removed 1 deleted label 6 months ago

Please <u>register</u> or <u>sign in</u> to reply