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Incident documentation/20160610-ORES

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Summary

ORES was down for an unknown amount of hours today due to a broken configuration file (`99-redis.yaml`).

Timeline

- ??? -- <https://github.com/wikimedia/operations-puppet/commit/78119152c47b7873fdd7bd0c38a356b5bff27226> was merged to the *production* branch of *wikimedia puppet*

at least 6 hours passes

- 2016-06-10 @ 1930 UTC -- 503 errors and timeouts were noted
- 2016-06-10 @ 2030 UTC -- 99-redis.yaml files are deleted and the workers are restarted. Service is restored.

Conclusions

<https://github.com/wikimedia/operations-puppet/commit/78119152c47b7873fdd7bd0c38a356b5bff27226> should not have been merged. We need a better testing process around puppet merges to make sure that they don't take down the service. Unlike a deploy, there's to a clear event at which puppet is run.

Also, this downtime did not cause a paging event.

Actionables

- Investigate why we were not paged when the downtime started [Phab:T137592](#)

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This page was last edited on 14 June 2016, at 21:18.

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