

Closed (moved)

Opened 3 years ago by  [Ahmad Sherif](#)

Postmortem on 2016/10/06 11:15 UTC outage

At 2016/10/06 11:15 UTC, requests to GitLab.com started returning error 500.

What happened?

- at 10:51 UTC we started deploying a new monitoring solution to all of our workers.
- at 11:05 UTC users starting seeing random error 500.
- at 11:13 UTC all load balancers started complaining about workers.
- at 11:13 UTC we found that old Chef roles were wiped from the worker.
- at 11:15 UTC all requests now return error 500.
- at 11:15 UTC we started restoring the roles to workers one by one.
- at 11:30 UTC load balancers started seeing the workers again, restoring service to normal.

Outcome

We had an outage for about 20 minutes.

Why?

The command used for deployment overrode the existing workers Chef roles by mistake; we used `chef-client -r "role[gitlab-monitor-worker]"` instead of `chef-client -o "role[gitlab-monitor-worker]"`, leaving only the new role that applies the monitoring solution. Our load balancers use these roles to identify the workers to direct traffic to, now gone (the roles), the load balancers have no workers and started serving error 500.

This was resolved by reloading the roles for every worker from our chef-repo.

What are we doing about this?

- On the short term, write a runbook for how to recover from such situation.
- On the long term, we shouldn't be relying on Chef roles for service discovery, instead, use Chef attributes or [Consul](#)
- Write detailed documentations about how to apply new roles/cookbooks to existing nodes


cc/ [@pcarranza](#) [@jnijhof](#) [@maratkalibek](#)

Linked issues 

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[Jeroen Nijhof](#) [@jnijhof](#) Mentioned in issue [#530 \(moved\)](#), 3 years ago




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[@ahmadsherif](#) [@jnijhof](#) how did we recovered?




[Jeroen Nijhof](#) [@jnijhof](#) · 3 years ago

[@pcarranza](#) see under Why? I will add a runbook how to recover from this




[Pablo Carranza](#) [[GitLab](#)], [@pcarranza-gitlab](#) · 3 years ago

Perfect [@jnijhof](#) thanks




[Jeroen Nijhof](#) [@jnijhof](#) Mentioned in issue [#533 \(closed\)](#), 3 years ago



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Andrew Newdigate [@andrewn](#) moved to [production#72 \(closed\)](#), [1 year ago](#)

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