



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/20190415-maps

[< Incident documentation](#)

Contents [\[hide\]](#)

- 1 [Summary](#)
 - 1.1 [Impact](#)
 - 1.2 [Detection](#)
- 2 [Timeline](#)
- 3 [Conclusions](#)
 - 3.1 [What went well?](#)
 - 3.2 [What went poorly?](#)
 - 3.3 [Where did we get lucky?](#)
- 4 [Links to relevant documentation](#)
- 5 [Actionables](#)

Summary

Tilerator and Kartotherian failed to restart during planned restart for OpenSSL upgrade. Issue was tracked down to config being not readable, permissions were manually reset and service recovered.

Impact

- [maps.wikimedia.org](#) was partially unavailable for about 10 minutes. See [graph](#).

Detection

- problem was detected by multiple Icinga checks.

Timeline

- 13:56Z: rolling restart of kartotherian + tilerator started
- 14:04Z: first icinga alert about kartotherian and tilerator being down on maps1001
- ~14:16Z: permission reset for /srv/deployment/kartotherian on maps100[23]
- 14:17Z: recovery of kartotherian on maps100[23]
- 14:18Z: permission reset on /srv/deployment/kartotherian and /srv/deployment/tilerator for all maps servers
- 14:20Z: last direct recovery message from Icinga

Conclusions

- Restarting a service should be a trivial operation, but was not, and was not tested properly on a single host before restarting the whole clusters.
- The wrong permissions on config files is not yet explained.

What went well?

- good collaboration of multiple people to resolve the issue

What went poorly?

- a trivial operation went wrong
- lack of focus by the operator during the restart
- restart was not tested

Where did we get lucky?

- N/A

[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](#)

Links to relevant documentation

It isn't clear yet what went wrong in this case and what should be documented. [Maps runbook](#) is available, but does not contain anything that would have helped in this case.

Actionables

- main task [phab:T220982](#)

Categories: [Incident documentation](#) | [Maps outages, 2019](#)

This page was last edited on 12 February 2020, at 20:17.

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](#)

