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Incident documentation/20190820-logstash

[< Incident documentation](#)

document status: in-review

Contents [\[hide\]](#)

- 1 [Summary](#)
 - 1.1 [Impact](#)
 - 1.2 [Detection](#)
- 2 [Timeline](#)
- 3 [Conclusions](#)
 - 3.1 [What went well?](#)
 - 3.2 [How many people were involved in the remediation?](#)
- 4 [Actionables](#)

Summary

For about **30 minutes**, Logstash was not getting any messages from the MediaWiki servers.

Impact

During the Logstash outage, we were partly blind in terms of operational monitoring. It also meant developers were unable to use [WikimediaDebug](#), and unable to deploy new code for MediaWiki and most other services.

While this impacted scheduling and developer productivity, it did not directly affect end-users of any public services. Also, the logs were eventually recovered into Logstash after it was restarted (the Logstash-Kafka consumer picks up where it left off).

Detection

- Icinga alerts.

Timeline

All times in UTC.

- 23:24 [<+icinga-wm>](#) **PROBLEM** - Too many messages in kafka logging-eqiad on icinga1001 is **CRITICAL**: cluster=misc exported_cluster=logging-eqiad group={logstash,logstash-codfw} instance=kafkamon1001:9501 job=burrow partition={0,1,2} site=eqiad topic=udp_localhost-info
https://wikitech.wikimedia.org/wiki/Logstash%23Kafka_consumer_lag
<https://grafana.wikimedia.org/d/000000484/kafka-consumer-lag>
- 23:40 [<giunchedi>](#) Logstash stabilized and returned to normal

Conclusions

- Logstash consumer failed, which does not recover by itself. Details at <https://phabricator.wikimedia.org/T230847#5427615>

What went well?

- Detected early. Quickly fixed by restarting.

How many people were involved in the remediation?

- 1 SRE.

Actionables

[Main page](#)
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[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](#)

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[Permanent link](#)

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[Print/export](#)

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- None. See <https://phabricator.wikimedia.org/T230847> 

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