Closed



Incident review: 2020-03-12 customers.gitlab.com is down

Incident: gitlab-com/gl-infra/production#NNN

Summary

A user ran the customers console as root and this generated a logfile that was owned by root. This log file ownership change cause chef to not run, and the customers app to fail to reply to requests.

- Service(s) affected : customers.gitlab.com
- Team attribution :
- Minutes downtime or degradation: 15 minutes

For calculating duration of event, use the Platform Metrics Dashboard to look at appdex and SLO violations.

Impact & Metrics

Start with the following:

- What was the impact of the incident? (i.e. service outage, sub-service brown-out, exposure of sensitive data, ...)
- Who was impacted by this incident? (i.e. external customers, internal customers, specific teams, ...)
- How did the incident impact customers? (i.e. preventing them from doing X, incorrect display of Y, ...)
- How many attempts were made to access the impacted service/feature?
- How many customers were affected?
- How many customers tried to access the impacted service/feature?

Include any additional metrics that are of relevance.

Provide any relevant graphs that could help understand the impact of the incident and its dynamics.

Detection & Response

Start with the following:

- How was the incident detected?
- Did alarming work as expected?
- How long did it take from the start of the incident to its detection?
- How long did it take from detection to remediation?
- Were there any issues with the response to the incident? (i.e. bastion host used to access the service was not available, relevant team memeber wasn't page-able, ...)

Root Cause Analysis

- 1. The log file was read-only to the customers application.
- 2. The log file had been written to, or created by, a root owned console application.
- 3. A user had followed instructions that specified to use root, and not the gitlab-customers user.
- 4. The documentation was old/wrong.

What went well

Start with the following:

- Identify the things that worked well or as expected.
- Any additional call-outs for what went particularly well.

What can be improved

Start with the following:

- Using the root cause analysis, explain what can be improved to prevent this from happening again.
- Is there anything that could have been done to improve the detection or time to detection?
- Is there anything that could have been done to improve the response or time to response?

- Is there an existing issue that would have either prevented this incident or reduced the impact?
- Did we have any indication or beforehand knowledge that this incident might take place?

Corrective actions

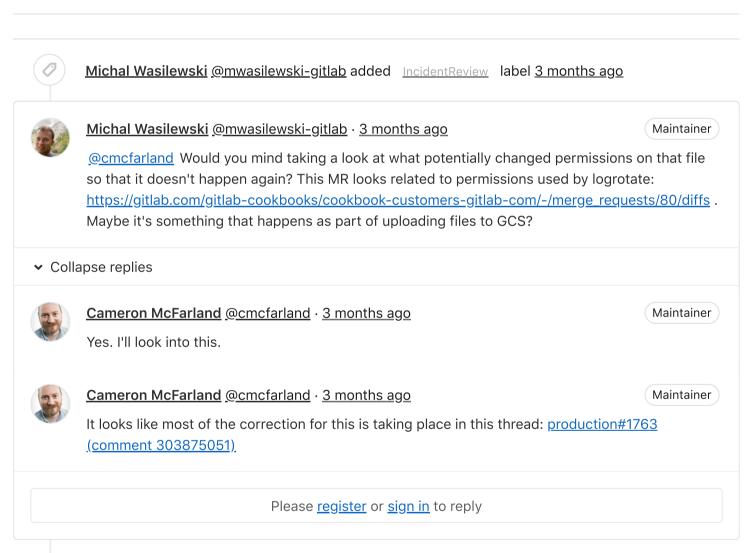
- List issues that have been created as corrective actions from this incident.
- For each issue, include the following:
 - Issue labeled as <u>corrective action</u>
 - o Include an estimated date of completion of the corrective action.
 - Incldue the named individual who owns the delivery of the corrective action.
- #9498 (closed)

Guidelines

- Blameless RCA Guideline
- <u>5 whys</u>

Edited 3 months ago by Cameron McFarland





Michal Wasilewski @mwasilewski-gitlab mentioned in issue on-call-handovers#415 (closed)
3 months ago

Cameron McFarland @cmcfarland assigned to @cmcfarland 3 months ago

<u>Cameron McFarland</u> @cmcfarland marked this issue as related to <u>production#1763 (closed)</u>.

3 months ago

Cameron McFarland @cmcfarland changed the description 3 months ago Compare with previous version >



<u>Cameron McFarland</u> @cmcfarland · 3 months ago

Maintainer

I think we should update the <u>documentation</u> that <u>@arihantar</u> referenced to help make sure this doesn't happen again. The <u>customers readme</u> does have the right information.



<u>Cameron McFarland</u> <u>@cmcfarland</u> · 3 months ago

Maintainer

I think more actions beyond this one are not worth the effort. Monitoring and logging for customers could be better, but with it being a node in azure and our larger goal of getting it into auto-devops, effort should go into the migration before more improvements.

<u>Cameron McFarland</u> @cmcfarland mentioned in issue #9498 (closed) 3 months ago

(B)

<u>Cameron McFarland</u> @cmcfarland marked this issue as related to #9498 (closed) 3 months ago

<u>Cameron McFarland</u> @cmcfarland changed the description 3 months ago · Compare with previous version •

Θ)

<u>Cameron McFarland</u> @cmcfarland closed 3 months ago



ops-gitlab-net (a) @ops-gitlab-net mentioned in issue #9472 (closed) 3 months ago



Devin Sylva @devin · 3 months ago

Maintainer

This problem happened again just now. Fixed the same way.

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