



2019-10-15 High latency for ci-runners




Craig Furman [@craigf](#) added [S2](#) [incident](#) labels [8 months ago](#)



Craig Furman [@craigf](#) added 1 deleted label [8 months ago](#)




Alex Komarovsky [@akomarovsky](#) · [8 months ago](#)
any updates? our jobs are stuck




Craig Furman [@craigf](#) · [8 months ago](#) Owner
We have exceeded our Google Compute Engine API usage quota in our CI. Currently very few CI jobs are being scheduled. I've requested a quota increase from Google, which if fulfilled should cause the pending job queue to begin being processed.

We apologize for the substantial disruption this is causing and are working to fix this.




Craig Furman [@craigf](#) added [S1](#) label [8 months ago](#)




Oleksandr Kulbida [@oleksandr.kulbida](#) · [8 months ago](#)
Does this affect all customers? Seems our jobs are in pending status for more than 30 min

▼ Collapse replies




Craig Furman [@craigf](#) · [8 months ago](#) Owner
This affects all customers using the gitlab.com shared runners.




Nicolas Dumont [@nicoesiea](#) · [8 months ago](#)
Thank for your answer [@craigf](#) , but now my status is still pending after more than 4 hours...

Edited by [Nicolas Dumont](#) [8 months ago](#)




Robin Guinant 🦊 [@Foohx](#) · [8 months ago](#)
6 hours of pending for me 😂 You just have to be patient 🤪



Craig Furman [@craigf](#) · [8 months ago](#) Owner
Hi [@nicoesiea](#) , I do appreciate how bad this is. 🙏


Unfortunately my answer is the same: we're pursuing various channels with Google to get these quotas increased so that we can provision machines at a faster rate. After incidents, especially ones of this magnitude, we perform root cause analysis to try to improve in the future and avoid similar incidents.

As far as I can currently tell, our backlog of jobs has been higher than normal for about 3 hours.




Nikhil Savaliya 💬 [@yudiz_nikhil](#) · [8 months ago](#)
waiting :(

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Richard Quadling [@RQuadling-DigiTickets](#) · [8 months ago](#)
How do I configure our pipelines to NOT use the shared runners? What is the cost implications please?

▼ Collapse replies




Alex Allen 🙋 [@lxalln](#) · [8 months ago](#)

You can see how to setup runners and configure your project to use or not use shared runners here:
https://docs.gitlab.com/ee/ci/quick_start/#configuring-a-runner




Oleksandr Kulbida [@oleksandr.kulbida](#) · 8 months ago

[@lxalln](#) Can we have both specific and shared runners?



Alex Allen 🙋 [@lxalln](#) · 8 months ago

[@oleksandr.kulbida](#) I believe so, yes. If you want to disable shared runners, there is a setting for that (if you only wanted to run on your own runners).




Daniel Rosiak [@daniel-rosiak](#) · 8 months ago

Yes, you can and you can run them on different jobs - use **tags** for it ;)

Edited by [Daniel Rosiak](#) 8 months ago

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David Smith 🌴 [@dawsmith](#) · 8 months ago

Owner

Some Graph views of the incident: clearly shows the time the GCP API quota decreased (for whatever reason - high priority google ticket open). Most graphs are last 6hours.

Pending Jobs Rising:

Latency Increase:

Runner limits:

Autoscale machines: (Drop is the API quota decrease)

▼ Collapse replies



David Smith 🌴 @dawsmith · 8 months ago

Owner

Graphs from Google console showing rate limiting of API requests:

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Alessio Caiazza 🚫 @nolith · 8 months ago

Developer

Can we spin up DO runners as a fallback?

/cc @ayufan @tmaczukin

▼ Collapse replies



David Smith 🌴 @dawsmith · 8 months ago

Owner

@nolith - we can't - that infra was spun down and subsequent changes have made that fallback unworkable.



Alessio Caiazza 🚫 @nolith · 8 months ago

Developer

ok, thanks @dawsmith

Please [register](#) or [sign in](#) to reply



Alessio Caiazza 🚫 @nolith mentioned in merge request [gitlab-org/gitlab-workhorse!434 \(merged\)](#) 8 months ago



Craig Furman @craigf changed the description 8 months ago



Craig Furman @craigf · 8 months ago

Owner

The 09:30 drop in request rate is time-correlated with a quota increase for SSD space in that same project. I made that request, have re-checked my confirmation emails, and am 100% sure that neither I nor a Google rep mentioned a simultaneous quota decrease elsewhere! Hopefully we will get an answer to this for the RCA



Craig Furman @craigf removed [s2](#) label 8 months ago



John Jarvis @jarv changed the description 8 months ago



Tomasz Maczukin 🌴 @tmaczukin changed the description 8 months ago



John Jarvis @jarv changed the description 8 months ago



Craig Furman @craigf mentioned in issue [infrastructure#8176 \(closed\)](#) 8 months ago




rawnet-deployment @rawnet-deployment · 8 months ago

When this is fixed I was wondering if you had any quota limit alerts in place?

<https://developers.google.com/admin-sdk/alertcenter/limits>


The above might be helpful?

▼ Collapse replies

- 


David Smith 🌴 @dawsmith · 8 months ago

Owner

Thanks @rawnet-deployment - will make sure this goes into our [IncidentReview](#)
- 

Craig Furman @craigf · 8 months ago


Owner


[@rawnet-deployment](#) that is absolutely something we will look into. Ironically, this morning I responded to an alert for a different quota in the same project. We suspect that GCP may have accidentally lowered our quota, but even so we should check for alerting coverage here.
- 

rawnet-deployment @rawnet-deployment · 8 months ago

❤️

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 **David Smith** 🌴 @dawsmith changed the description 8 months ago

- 

Craig Furman @craigf · 8 months ago


Owner

RCA created (although this is still ongoing): [infrastructure#8176 \(closed\)](#).

- 


Bruno Girin @bruno7 · 8 months ago


FYI, I mentioned this ticket in the two related issues that have been opened in the support forum.

- 

Yngve Høiseth @yhoiseth · 8 months ago

Just want to say that I appreciate your openness, clear explanations and frequent updates on this issue. Keep up the good work :)

 **David Smith** 🌴 @dawsmith changed the description 8 months ago

- 


David Smith 🌴 @dawsmith · 8 months ago

Owner

We have gotten initial notification that quotas for the APIs have been raised - we are verifying.

Edited by [David Smith](#) 8 months ago


▼ Collapse replies

- 

David Smith 🌴 @dawsmith · 8 months ago


Owner

Starting to see some recovery, but data is early:



Robin Dirksen 👍 @robindirksen1 · 8 months ago


FYI, all my pipelines failed. Now restarting them.



David Smith 🌴 @dawsmith · 8 months ago


Owner

Same from GCP console:




Antoine Le Gal 🖥 @alegal · 8 months ago

Still back on track ? I had jobs running but last ones remains pending as few hours ago.




Nick Pateman @SirLancelot OG · 8 months ago

Two pipelines that were pending for three hours have now passed.



rwnet-deployment @rwnet-deployment · 8 months ago

still nothing, perhaps I should be more patient 🙏 1hr +




David Smith 🌴 @dawsmith · 8 months ago

Owner

yes - recovering is continuing, but working through a backlog of jobs. And now people are finding jobs that failed and pushed up changes/fixes, creating a new wave of jobs:

Jobs running still coming up to normal levels:


Pending Jobs- start of recovery and bump as new pending jobs/fixes come in.



David Smith 🌴 @dawsmith · 8 months ago

Owner

As we monitor recovery, we ultimately want to see this graph get better. We see the initial improvement, the numbers will continue to improve as the runners work down through the pending queue and get to more recently scheduled jobs:




David Smith 🌴 @dawsmith · 8 months ago


Continued recovery data in terms of latency:

Owner

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Craig Furman @craigf marked this issue as related to [infrastructure#8176 \(closed\)](#) 8 months ago




Adrián Calvo @AdrianClv · 8 months ago

My old pipeline passed, the new one is pending for 20min. So it looks like it's starting to recover.




Inactive Account 🚫 @winh mentioned in issue [gitlab-org/gitlab#5419 \(closed\)](#) 8 months ago



Ishmael Rufus @c5_rufus · 8 months ago


My jobs are still pending.



Elias Caceres @elias.caceres · 8 months ago

My jobs are still pending, Any solution?


Edited by Elias Caceres 8 months ago



Julien Stébenne 🐼 @jstebenne · 8 months ago

My jobs just started running.

It's alive!




David Smith 🌴 @dawsmith · 8 months ago


Based on:

Owner


A weak/quick estimate for recovery: Our peak pending was at ~18,400 jobs at 14:31 UTC, we are now at ~12,400 at 16:30 UTC - so a pessimistic calculation getting us to a normal ~2500k jobs is 4 hours (6K jobs reduction in 2 hours)

It looks like a pessimistic estimate for full recovery is 4 more hours

- 

Tomasz Maczukin 🌴 @tmaczukin mentioned in issue [#957 \(moved\)](#) 8 months ago
- 

David Smith 🌴 @dawsmith changed the description 8 months ago



Ishmael Rufus @c5_rufus · 8 months ago


My job was processed but fired this back.

```
Pulling docker image docker:stable ... ERROR: Preparation failed: Error response
from daemon: received unexpected HTTP status: 502 Bad Gateway
(executor_docker.go:188:15s) Will be retried in 3s ... ERROR: Job failed (system
failure): Error response from daemon: received unexpected HTTP status: 502 Bad
Gateway (executor_docker.go:188:15s)
```

I restarted the job to see if i'll get the same issue again

Edited by [Ishmael Rufus](#) 8 months ago

▼ Collapse replies



Andrea Carriero 🍕 @andreacarrieroo · 8 months ago

The Docker Hub is down. Not related to GitLab

Edited by [Andrea Carriero](#) 8 months ago




Julien Stébenne 🐞 @jstebenne · 8 months ago

Would the be the cause of this error message when I try to run `gitlab-runner exec docker` locally?

```
Will be retried in 3s ...
Using Docker executor with image docker:18.04.0-ce ...
Pulling docker image gitlab-runner-helper:11.2.0 ...
ERROR: Preparation failed: Error response from daemon: received unexpected HTTP
Will be retried in 3s ...
ERROR: Job failed (system failure): Error response from daemon: received unexpect
FATAL: Error response from daemon: received unexpected HTTP status: 503 Service
```


Edited by [Julien Stébenne](#) 8 months ago



Alireza Jahandideh @ar.jahandideh · 8 months ago

Same is here


```
Using Docker executor with image ruby:latest ...
Pulling docker image ruby:latest ...
ERROR: Preparation failed: Error response from daemon: received unexpected HTTP
Will be retried in 3s ...
```



Stan Hu @stanhu · 8 months ago

Maintainer


[@jstebenne](#) DockerHub is down: <https://status.docker.com/pages/533c6539221ae15e3f000031>



David Smith 🌱 [@dawsmith](#) · 8 months ago


Owner

Agreed - our recovery looking to be continuing, but the dockerhub issues will affect people's failures on pipelines.



Alireza Jahandideh [@ar.jahandideh](#) · 8 months ago

[@dawsmith](#) That would help to empty the queue faster, I guess!



Justin Randall [@justin106](#) · 8 months ago

When it rains.... poor DockerHub.

Running with gitlab-runner 12.3.0 (a8a019e0)
on docker-auto-scale 72989761
Using Docker executor with image cirrusci/flutter ...
Pulling docker image cirrusci/flutter ...
ERROR: Preparation failed: Error: No such image: cirrusci/flutter (executor_dock
Will be retried in 3s ...

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Stan Hu [@stanhu](#) mentioned in issue [gitlab-org/gitlab-foss#45800 \(moved\)](#) 8 months ago



Daniel Domé [@daniel.dome](#) · 8 months ago

Hi Guys, my private runners are also failing not totally sure if related with same issue (but were working up to today)

gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner Runtime
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner WARNING
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner ERROR:
gitlab-runner-gitlab-runner-577488868d-2pbjq gitlab-runner-gitlab-runner PANIC:

Edited by [Daniel Domé](#) 8 months ago



Joe Zidell [@jzidell](#) · 8 months ago

The two might be related. Dockerhub could be down due to the enormous load of jobs queued up and all trying to run concurrently

Edited by [Joe Zidell](#) 8 months ago



David Smith 🌱 [@dawsmith](#) · 8 months ago

Owner

Docker hub is back up [@daniel.dome](#) - worth a retry.

We are watching our metrics - things look much better and will update again soon here.

▼ Collapse replies



David Smith 🌱 [@dawsmith](#) · 8 months ago

Owner

Initial Recovery - we'll post an all clear once we are sure:

1. Dockerhub is okay too

2. We see the latency numbers stay at appropriate levels for another 30 minutes.

https://gitlab.com/gitlab-com/gl-infra/production/-/issues/1249

9/11



David Smith 🌴 @dawsmith · 8 months ago

Owner

That dip in the bottom right graph is likely related to the dockerhub incident.



Daniel Domé @daniel.dome · 8 months ago

Thanks @dawsmith ! I had a lot (>30) of private runners not connected on my available group runners list, I cleaned them all from the UI list and now our pipelines are working again. Thank you very much!

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David Smith 🌴 @dawsmith changed the description 8 months ago



David Smith 🌴 @dawsmith · 8 months ago

Owner

calling all clear and back to normal levels for GitLab.com shared runners.

cc @craigf @msmiley



David Smith 🌴 @dawsmith closed 8 months ago



David Smith 🌴 @dawsmith changed the description 8 months ago



ops-gitlab-net @ops-gitlab-net mentioned in issue [infrastructure#8119 \(closed\)](#). 8 months ago



Ishmael Rufus @c5_rufus · 8 months ago

All jobs okay. Thanks everyone



Alex Ahlund @giantjunior · 8 months ago

Still can't push on my end. Also seems your main site is down.



Rémy Coutable @rymai mentioned in issue [gitlab-org/gitlab#34189 \(closed\)](#). 8 months ago



ops-gitlab-net @ops-gitlab-net mentioned in issue [#1266 \(closed\)](#). 8 months ago



Marin Jankovski @marin added [Service](#) [CI Runners](#) scoped label 6 months ago



Marin Jankovski @marin removed 1 deleted label 6 months ago

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