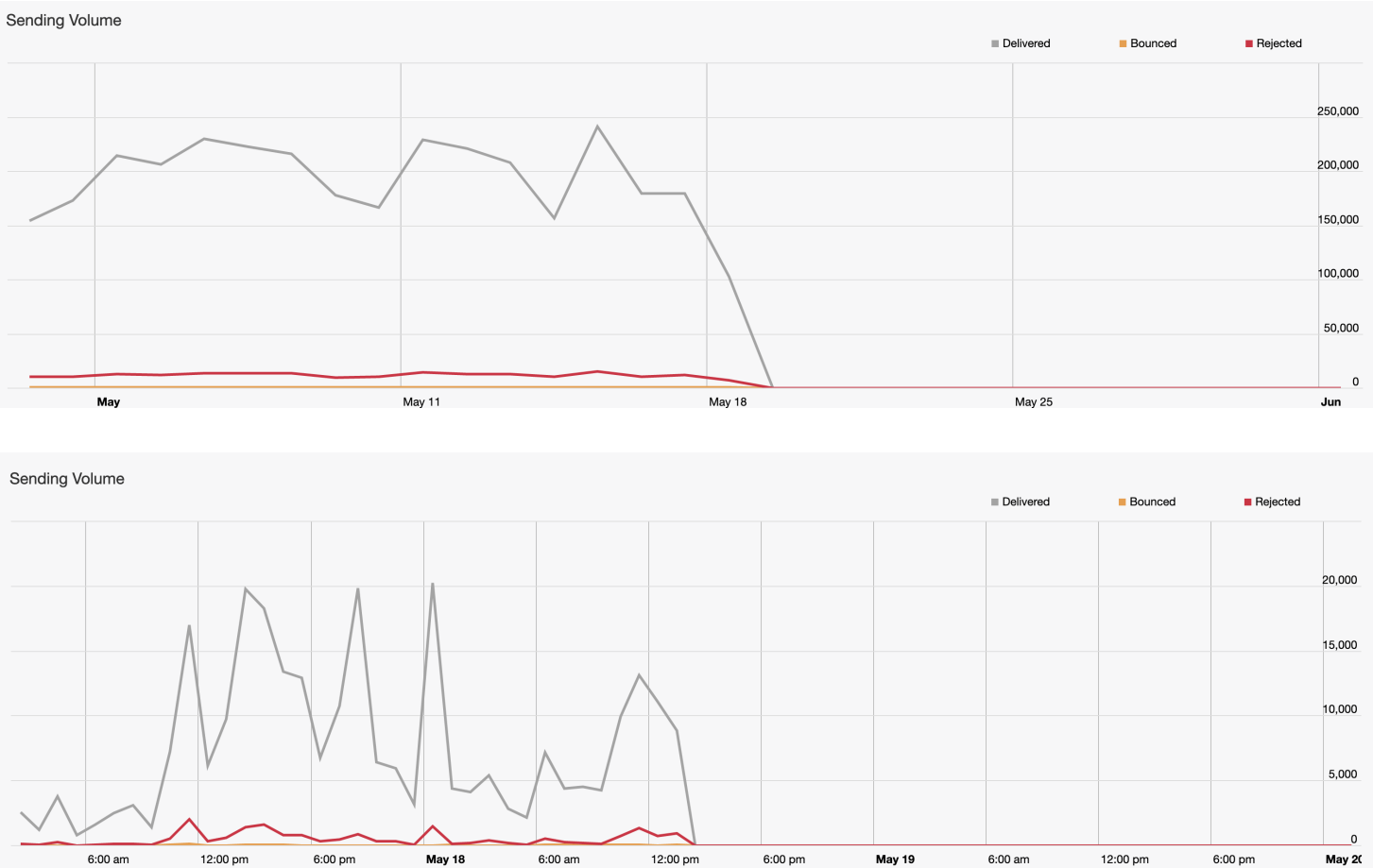


Closed

Gitter Email notifications broken since 2020-05-18

Gitter Email notifications broken since 2020-05-18

This is a screenshot from [Mandrill dashboard](#)



It seems that our notifications stopped coming out on 2020-05-18 at 11:00 UTC

Cause of the outage

None of the webapp servers had `Group_primary-email-notification-server` or `Group_secondary-email-notification-server`

So the ansible [task to add a cron job for notifications](#) didn't run.

```
- set_fact:
  notification_email_schedule: "0,10,20,30,40,50"
  when: "'primary-email-notification-server' in group_names"

- set_fact:
  notification_email_schedule: "5,15,25,35,45,55"
  when: "'secondary-email-notification-server' in group_names"
```

Why there wasn't any tagged notification server?

This code is in `user-data.sh` for every webapp instance:

```
# Ensure there is at least one instance that is sending out emails
# Looks for any existing instances with the `Group_primary-email-notification-server` tag a
# This probably a little problematic. If two servers startup at the same time, then potenti
does_primary_notification_email_server_exist=$(aws --region "$region" ec2 describe-instance
does_secondary_notification_email_server_exist=$(aws --region "$region" ec2 describe-instan
if [ -z "$does_primary_notification_email_server_exist" ]; then
  aws --region "$region" ec2 create-tags --resources "$instance_id" --tags Key=Group_primar
elif [ -z "$does_secondary_notification_email_server_exist" ]; then
  aws --region "$region" ec2 create-tags --resources "$instance_id" --tags Key=Group_second
fi
```

The comment already says that it could be a little problematic, but it gets much worse. This code will falsely report existing EC2 instance with the `email-notification-server` tag if the instance hasn't been terminated for too long.

You can see the following log from `webapp-01` which found terminated `webapp-03` as a `primary-email-notifi`
`action-server` Unfortunately, it found `webapp-04` as secondary and so `webapp-01` didn't initialize itself
as en

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Gitter Email notifications broken since 2020-05-18

```
aws --region us-east-1 ec2 describe-instances --filters Name=tag:Group_primary-email-notifi
+ does_primary_notification_email_server_exist='{
  "Groups": [],
  "Instances": [
    {
      "StateReason": {
        "Code": "Client.UserInitiatedShutdown",
        "Message": "Client.UserInitiatedShutdown: User initiated shutdown"
      },
      "Tags": [
        {
          "Value": "prod",
          "Key": "Env"
        },
        {
          "Value": "",
          "Key": "Group_webapp-servers"
        },
        {
          "Value": "webapp-servers",
          "Key": "aws:autoscaling:groupName"
        },
        {
          "Value": "webapp-03",
          "Key": "Name"
        },
        {
          "Value": "",
          "Key": "Group_primary-email-notification-server"
        },
      ],
      "State": {
        "Code": 48,
        "Name": "terminated"
      },
      "StateTransitionReason": "User initiated (2020-05-18 11:36:09 GMT)",
    }
  ]
}'
```

I remember terminating the last 4 instances at once because it was early morning in Europe and I knew that the remaining 4 instances will easily handle the load for 5 minutes until the new instances boot up.

Original issue

[gitlab-org/gitter/webapp#2532 \(closed\)](#).

Discovered by @[@jeremyVignelles](#)

► 详细信息

Edited 1 month ago by [Tomas Vik](#)

Linked issues ? 4

Relates to

⊖

[I don't get email notifications anymore](#)

gitlab-org/gitter/webapp#2532

⊖


[Unread emails no longer being sent](#)

gitlab-org/gitter/webapp#1908

⊖

[Deploy Gitter webapp with Ubutnu 16.04 Xenial AMIs](#)

#7993



⊕

[Gitter Datadog alerts silenced in PagerDuty](#)

#10432

https://gitlab.com/gitlab-com/gl-infra/infrastructure/-/issues/10411

2/5



Developer

<https://gitlab.com/gitlab-org/gitter/webapp/-/tags>

▼ Collapse replies



Developer

The instances were re-created to deploy the following change: https://gitlab.com/gitlab-com/gl-infra/gitter-infrastructure/-/merge_requests/209

My best guess is that this change made the webapp servers stop sending email notifications.

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



Tomas Vik [@viktomas](#) marked this issue as related to [gitlab-org/gitter/webapp#1908](#) [\(closed\)](#).
1 month ago



Developer

Notifications cron job

```
- set_fact:
    notification_email_schedule: "0,10,20,30,40,50"
when: "'primary-email-notification-server' in group_names"

- set_fact:
    notification_email_schedule: "5,15,25,35,45,55"
when: "'secondary-email-notification-server' in group_names"

- name: Enable gitler-unread-emails
  cron:
    name: "gitler-unread-emails"
    minute: "{{ notification_email_schedule }}"
    user: "root"
    job: "eval $(/opt/gitler/secrets/webapp/env {{ env }}); NODE_ENV={{ env }}"
    cron_file: gitler-email-notifications
    state: "{{ gitler_cron_state }}"
when: notification_email_schedule is defined
```

Looking into the `weabpp-01` I don't see the cron file `gitter-email-notifications` there:

```
eployer@webapp-01:~$ cat /etc/cron.d/
cleanup-perf-map-files          gitter-sitemap-generation      .placeholder
gitter-pid-stats               gitter-update-neo4j-suggestions popularity-correlation
```

gitter-presence-service-gc

mdadm

remove_npm_jur

gitter-presence-service-valid

monit-monitor

remove_old_cra

Closed **Gitter Email notifications broken since 2020-05-18**

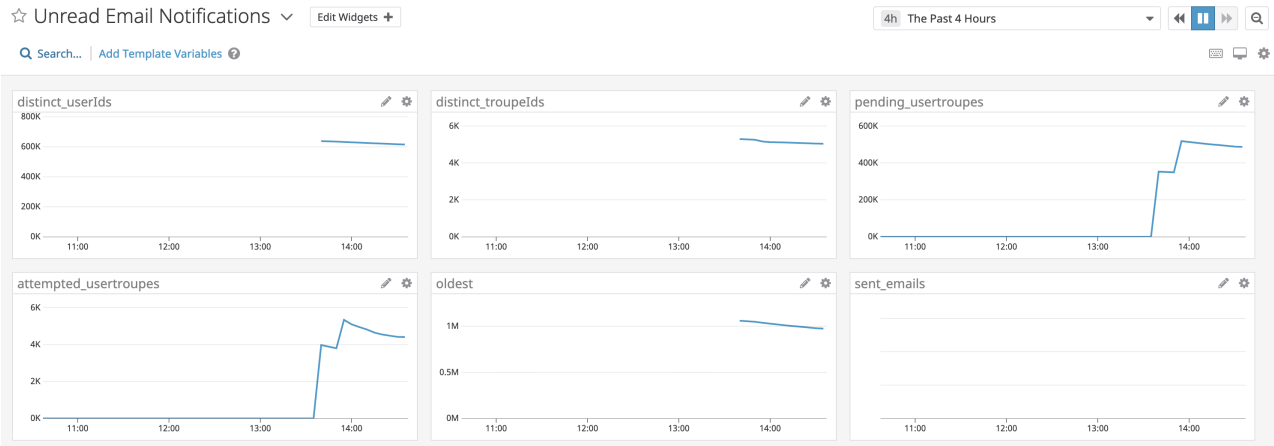
 **Tomas Vik** @viktomas changed the description 1 month ago · [Compare with previous version](#) ▾



Tomas Vik @viktomas · 1 month ago

Developer

Creating new instances helped. They qualified themselves as email servers and the email queue seems to be slowly processed:



I'll leave the issue opened until we are sure that email notifications are back to normal.



Tomas Vik @viktomas · 1 month ago

Developer

@jeremyVignelles The email queue is being slowly processed. It seems that the monitoring we set up 2 years ago failed us. [gitlab-org/gitlab/webapp#1908 \(comment 73082346\)](#).

We'll have post mortem and we'll do our best to prevent prolonged notification outages in the future. Thank you again @jeremyVignelles for bringing this issue up!



Jérémie VIGNELLES @jeremyVignelles · 1 month ago

Thanks for your investigations. I haven't received any e-mail so far, but I assume that's because I don't currently have any unread message.



Eric Eastwood 🌴 @MadLittleMods marked this issue as related to [#7993 \(closed\)](#) 1 month ago

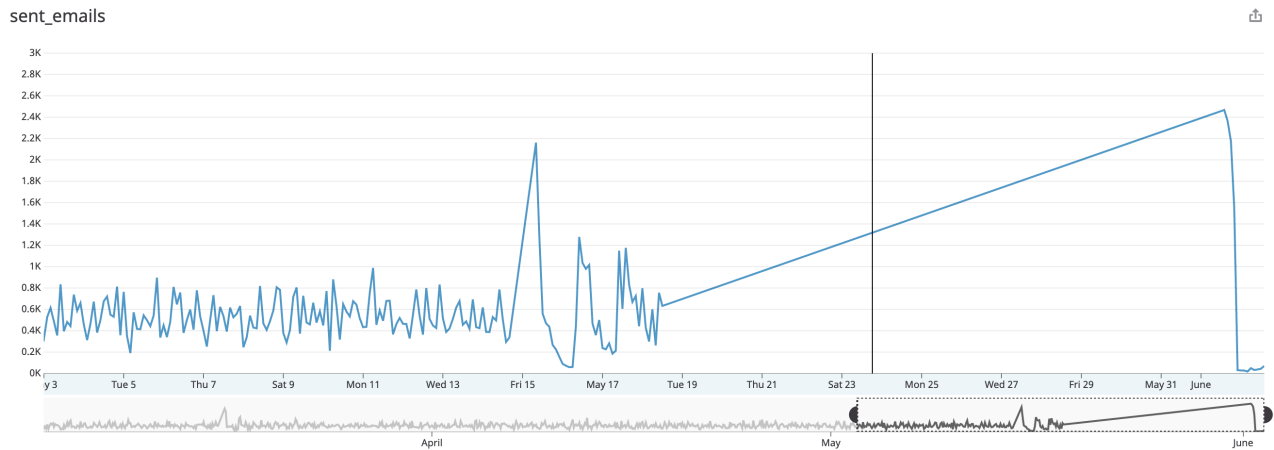


Tomas Vik @viktomas · 1 month ago

Developer

UPDATE 1: The fix implemented https://gitlab.com/gitlab-com/gl-infra/gitter-infrastructure/-/merge_requests/211 greatly reduces the chance of no active email server.

UPDATE 2: **The amount of sent email is way below the baseline from before the incident**



@MadLittleMods Do you have any idea how to debug the notifications and find out if this is a correct state?

I had a look into webapp-01.prod.gitter and saw in /var/log/cron-monitor/cron.log that the send-unread-notifications.js script is running every 10 minutes and it's sending out emails (even though just a handful)

```
2020-06-02T10:50:07.421Z - info: Sent unread notification emails to 40 users in
```

▼ Collapse replies

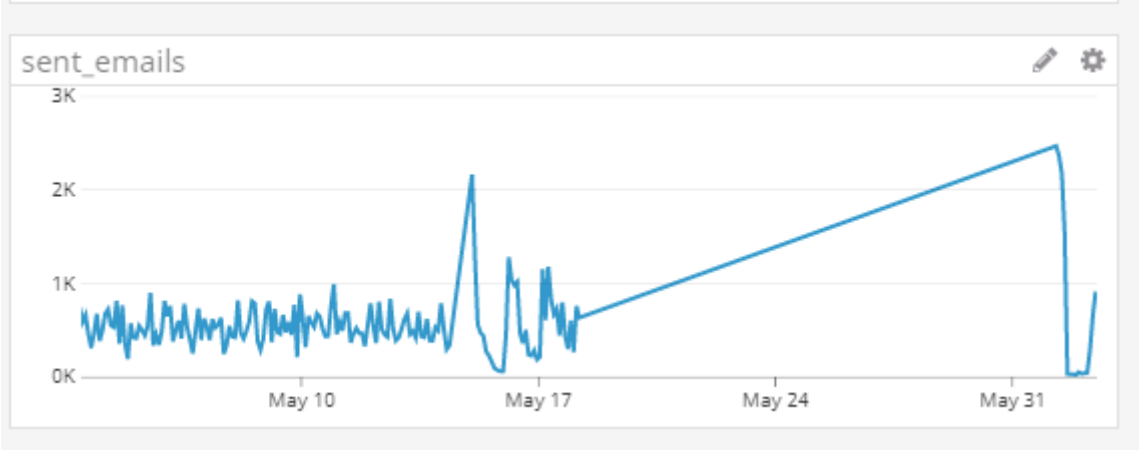
**Eric Eastwood** 🌴 [@MadLittleMods](#) · 1 month ago

Developer

It's looking more normal now. I think all the emails we sent out just covered up some of the logic

Closed **Gitter Email notifications broken since 2020-05-18**

https://app.datadoghq.com/dashboard/f3d-g8f-84x/unread-email-notifications?from_ts=1588524818839&live=true&to_ts=1591116818839






**Tomas Vik** [@viktomas](#) · 1 month ago

Developer

Thanks for double-checking [@MadLittleMods](#) It looks good to me now too. 👍

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

- **Tomas Vik** [@viktomas](#) mentioned in issue [#10432](#) 1 month ago
- **Tomas Vik** [@viktomas](#) marked this issue as related to [#10432](#) 1 month ago
- **Tomas Vik** [@viktomas](#) removed `outage:ongoing` label 1 month ago

**Tomas Vik** [@viktomas](#) · 1 month ago

Developer

The incident is all clear.

The issue of having no email server should be mostly fixed by https://gitlab.com/gitlab-com/gl-infra/gitter-infrastructure/-/merge_requests/211

The issue to enable alerts for this incident is open: [#10432](#).

**Tomas Vik** [@viktomas](#) closed 1 month ago

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