

Clos

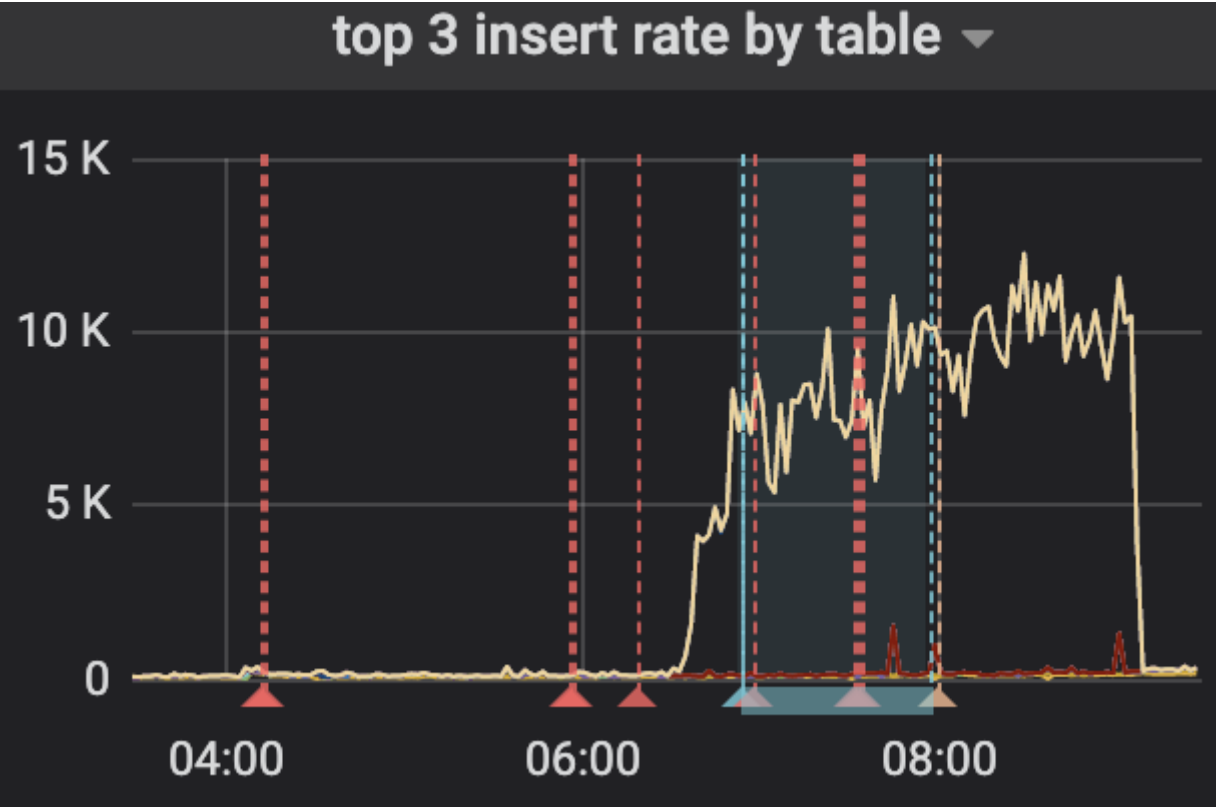
Closed

2020-02-11: High insert rate for services table causing higher web latencies

2020-02-11: High insert rate for services table causing higher web latencies

Summary

We see high insert rates for the `services` db table causing higher web latencies.



(<https://dashboards.gitlab.net/d/RZmbBr7mk/gitlab-triage?orgId=1&fullscreen&panelId=8&from=1581399974013&to=1581413232942>)



(<https://dashboards.gitlab.net/d/general-service/general-service-platform-metrics?orgId=1&fullscreen&panelId=10&from=1581400421276&to=1581413397765>)

More information will be added as we investigate the issue.

Timeline

All times UTC.

2020-02-11

- 05:59 - First service template created
- 06:31 - High insert rate into `services` db table starts
- 07:16 - [db replication alert fired](#)
- 08:18 - pgbouncer reaches saturation, slowing down the whole site
- 08:37 - Draining canary to see if a change could be the cause (no effect).
- 09:04 - service template creation set to false, insert rate dropping down to normal level; pgbouncer, web saturation going down
- 09:19 - enabling canary again
- 09:48 - draining canary again

Lir

Closed

2020-02-11: High insert rate for services table causing higher web latencies

Relates to

⊖

RCA: 2020-02-11 High db insert rate caused by enabling issue templates on projects

infrastructure#9176

📅 Mar 13

👤 1

👤

Related merge requests

🔗 7

🔗

adjust xlog alert period

gitlab-com/runbooks!1924

👤👤

✅

🔗

Service model: Rename template attribute to instance

gitlab-org/gitlab!23595

🕒 12.8

👤👤

⚠️

🔗

Revert "Rename services template to instance migration"

gitlab-org/gitlab!24857

🕒 12.8

👤👤

⚠️

🔗

Remove column instance on services table

gitlab-org/gitlab!24885

🕒 12.8

👤👤

❌

🔗

Rename columns in vulnerabilities table to match new states

gitlab-org/gitlab!25609

🕒 12.9

👤

⚠️

🔗

Add 'instance' column to services table

gitlab-org/gitlab!25714

🕒 12.9

👤

⚠️

🔗

Validates only one service template per type

gitlab-org/gitlab!26380

🕒 12.9

👤

⚠️

- 🔖


[Henri Philipps](#) [@hphilipps](#) added

Service

Web

 scoped label [4 months ago](#)
- 🔖

[Henri Philipps](#) [@hphilipps](#) added [S3](#) [incident](#) labels [4 months ago](#)



[Andrew Newdigate](#) [@andrewn](#) · 4 months ago

Maintainer

One for the retrospective: this is clearly having an impact on customers as we're seeing various Marquee Customer Alerts firing, but the web service apdex has not been heavily affected at all:





Closed

2020-02-11: High insert rate for services table causing higher web latencies

db/post_migrate/20200206111847_migrate_propagate_service_template_sidekiq_queue.rb

Hmm.. it's supposed to be just renaming the queue.. So maybe not.

Edited by [Heinrich Lee Yu](#) 4 months ago



Andy Soiron [@Andysoiron](#) · 4 months ago

Developer

Can this be related to the migrations in [gitlab-org/gitlab!23595 \(diffs\)](#)?

those are supposed to rename the `template` column in `services`



Henri Philipps [@hphilipps](#) changed the description 4 months ago



Stan Hu [@stanhu](#) · 4 months ago

Maintainer

I see a lot of inserts from Puma and Unicorn workers for `SlackService` . If it were a migration, then we would see this in Sidekiq. I suspect there's something lazily creating these services.



Stan Hu [@stanhu](#) · 4 months ago

Maintainer

The backtrace is this:

```
app/services/projects/create_service.rb:166:in `block in create_services_from_active_templates'
app/services/projects/create_service.rb:164:in `create_services_from_active_templates'
lib/gitlab/metrics/instrumentation.rb:161:in `block in create_services_from_active_templates'
lib/gitlab/metrics/method_call.rb:36:in `measure'
lib/gitlab/metrics/instrumentation.rb:161:in `create_services_from_active_templates'
app/services/projects/create_service.rb:137:in `block in save_project_and_import_data'
ee/lib/gitlab/database/load_balancing/connection_proxy.rb:79:in `block in write_to_database'
ee/lib/gitlab/database/load_balancing/load_balancer.rb:84:in `block in read_write'
ee/lib/gitlab/database/load_balancing/load_balancer.rb:134:in `retry_with_backoff'
ee/lib/gitlab/database/load_balancing/load_balancer.rb:83:in `read_write'
ee/lib/gitlab/database/load_balancing/connection_proxy.rb:73:in `write_using_load_balancer'
ee/lib/gitlab/database/load_balancing/connection_proxy.rb:47:in `block (2 levels) in write_to_database'
app/services/projects/create_service.rb:132:in `save_project_and_import_data'
lib/gitlab/metrics/instrumentation.rb:161:in `block in save_project_and_import_data'
lib/gitlab/metrics/method_call.rb:36:in `measure'
lib/gitlab/metrics/instrumentation.rb:161:in `save_project_and_import_data'
app/services/projects/create_service.rb:56:in `execute'
ee/app/services/ee/projects/create_service.rb:17:in `execute'
app/controllers/projects_controller.rb:58:in `create'
```

Is this just a mass import of projects, and the inserts are from creating services from templates?



Henri Philipps [@hphilipps](#) changed title from **High insert rate for services table causing higher latencies** to **High insert rate for services table causing higher web latencies** 4 months ago



Henri Philipps [@hphilipps](#) changed the description 4 months ago



Henri Philipps [@hphilipps](#) added `s1` label and removed `s3` label 4 months ago



Henri Philipps [@hphilipps](#) added `Service Postgres` scoped label and automatically removed `Service Web` label 4 months ago



Henri Philipps [@hphilipps](#) added `Service Web` scoped label and automatically removed `Service Postgres` label 4 months ago



Henri Philipps [@hphilipps](#) · 4 months ago

Owner

It looks like that we enabled creating instance templates for each project creation due to a bug, causing 12000 services to be created for each project creation (doing URL validation for each service, causing delays) which is causing the high db insert rate.

Edited by [Henri Philipps](#) 4 months ago



Henri Philipps [@hphilipps](#) changed the description [4 months ago](#)



Closed **2020-02-11: High insert rate for services table causing higher web latencies**



Henri Philipps [@hphilipps](#) · [4 months ago](#)

Owner

Disabling the service template creation in the db stopped the db inserts. Pgouncer and web saturation are back to normal.

Edited by [Henri Philipps](#) [4 months ago](#)



John Jarvis [@jarv](#) made the issue visible to everyone [4 months ago](#)



Henri Philipps [@hphilipps](#) changed the description [4 months ago](#)



Henri Philipps [@hphilipps](#) · [4 months ago](#)

Owner

Link to db migration possibly causing the issue: <https://ops.gitlab.net/gitlab-com/gl-infra/deployer/-/jobs/900400>



Henri Philipps [@hphilipps](#) changed the description [4 months ago](#)



Henri Philipps [@hphilipps](#) · [4 months ago](#)

Owner

Closing this incident issue, as the site is operating normally again.



Henri Philipps [@hphilipps](#) closed [4 months ago](#)



Henri Philipps [@hphilipps](#) mentioned in issue [infrastructure#9176 \(closed\)](#) [4 months ago](#)



Henri Philipps [@hphilipps](#) · [4 months ago](#)

Owner

Opened an RCA issue for further analysis: [infrastructure#9176 \(closed\)](#).



Henri Philipps [@hphilipps](#) marked this issue as related to [infrastructure#9176 \(closed\)](#). [4 months ago](#)



Henri Philipps [@hphilipps](#) changed the description [4 months ago](#)



Henri Philipps [@hphilipps](#) changed the description [4 months ago](#)



ops-gitlab-net [@ops-gitlab-net](#) mentioned in issue [infrastructure#9127 \(closed\)](#). [4 months ago](#)



Joel S [@Kage-Yami](#) · [4 months ago](#)

Just wanted to flag that the timeline in the description has the wrong year...

▼ Collapse replies



Yorick Peterse [@yorickpeterse](#) · [4 months ago](#)

Maintainer

[@Kage-Yami](#) Thanks for the heads up, I have fixed the year 😊

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




Yorick Peterse [@yorickpeterse](#) changed the description [4 months ago](#)




Henri Philipps [@hphilipps](#) changed title from **High insert rate for services table causing higher web latencies** to **2020-02-11: High insert rate for services table causing higher web latencies** [4 months ago](#)




Andy Soiron [@Andysoiron](#) mentioned in merge request [gitlab-org/gitlab!24857 \(merged\)](#). [4 months ago](#)



Henri Philipps [@hphilipps](#) mentioned in issue [on-call-handovers#324 \(closed\)](#) 4 months ago




Closed **2020-02-11: High insert rate for services table causing higher web latencies**
[\(merged\)](#) 4 months ago




Nels Nelson [@nnelson](#) mentioned in issue [on-call-handovers#325 \(closed\)](#) 4 months ago




Thong Kuah [@tkuah](#) mentioned in issue [gitlab-org/gitlab#205183 \(closed\)](#) 4 months ago




ops-gitlab-net  [@ops-gitlab-net](#) mentioned in issue [#1676 \(closed\)](#) 4 months ago




Michal Wasilewski [@mwasilewski-gitlab](#) mentioned in merge request [gitlab-com/runbooks!1924 \(merged\)](#) 4 months ago




Tiger Watson [@tigerwnz](#) mentioned in merge request [gitlab-org/gitlab!25609 \(merged\)](#) 4 months ago



Arturo Herrero [@arturoherrero](#) mentioned in merge request [gitlab-org/gitlab!25714 \(merged\)](#) 4 months ago



Arturo Herrero [@arturoherrero](#) mentioned in merge request [gitlab-org/gitlab!26380 \(merged\)](#) 4 months ago



Arturo Herrero [@arturoherrero](#) mentioned in issue [gitlab-org/gitlab#208925 \(closed\)](#) 4 months ago

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