

Main page Recent changes Server admin log (Prod) Server admin log (RelEng) **Deployments** SRE/Operations Help

Cloud VPS & Toolforge

Cloud VPS documentation

Incident status

Toolforge documentation

Request Cloud VPS

Server admin log (Cloud VPS)

Tools

What links here Related changes Special pages Permanent link Page information Cite this page

Print/export

Create a book Download as PDF Printable version

Page Discussion

View source

View history

Search Wikitech

Q

Toolforge webservices are in the final stages of migrating to the toolforge.org domain. Please help us clean up older documentation referring to tools.wmflabs.org!

Incident documentation/20180214-labvirt1008failure

< Incident documentation

Contents [hide]

- 1 Summary
- 2 Timeline
- 3 Conclusions
- 4 Actionables

Summary

Labvirt1008 seems to have overheated and gone down. This effects tenants as well as virtual VPS infrastructure

Timeline

- 7:20 UTC labvirt1008 rebooted
- 8:00 UTC moritzm logged a task about it
- There was no paging or alerting. This is a problem.
- 11:00 UTC Chase woke up and started investigating the extent of the outage, and looking for impact on Toolforge especially
- 12:58 UTC Chase sent an email about impact to cloud-announce https://lists.wikimedia.org/pipermail/cloudannounce/2018-February/000023.html dwith a list of affected instances de.

Conclusions

We know that our instance storage is local and ephemeral. We should ensure that is documented for tenants in easy to find places, and re-ensure that our mechanism that keep critical redundant components spread across labvirts are working. In our world though a single hypervisor is a special snowflake and I believe we should have been paged on this outage, but seem not to have been. It was my understanding that a full instance storage partition should have paged if nothing else, and in this case the failure of that check.

Actionables

- Coordinate with DC OPS to deal with overheating phab:T187292
- · Look at moving tenant instances to another labvirt (we should have a standing spare)
- Investigate what should have paged and why it did not (and fix it)

Category: Incident documentation

This page was last edited on 19 October 2018, at 11:50.

Text is available under the Creative Commons Attribution-ShareAlike License; additional terms may apply. SeeTerms of Use for details.

Privacy policy About

Disclaimers Code of Conduct Developers Statistics Cookie statement Mobile view

Wikitech



