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# Incident documentation/20151215-swift-syslog

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## Summary

An rsyslog config change was merged, which took down swift. This caused a public partial outage on upload.wikimedia.org image fetches. About 2% of said image requests failed with 503 errors for about 15 minutes in our client response-code graphs (the rest were successful due to cache hits in varnish, presumably). dzahn restarted the swift proxies and the service recovered.

upload-5xx graph vs total from this incident: [https://grafana.wikimedia.org/dashboard/db/varnish-aggregate-client-status-codes?from=1450205993052&to=1450209627883&var-cache\\_type=upload&var-status\\_type=5&var-site=All](https://grafana.wikimedia.org/dashboard/db/varnish-aggregate-client-status-codes?from=1450205993052&to=1450209627883&var-cache_type=upload&var-status_type=5&var-site=All)

## Timeline

- 19:08 < grrrit-wm> (CR) Ottomata: [C: 2] Increase size of programname field in remote syslog template [puppet] - <https://gerrit.wikimedia.org/r/259271> (<https://phabricator.wikimedia.org/T120874>) (owner: Ottomata)
- 19:08 < ottomata> !log merged change to allow longer programnames in remote rsyslog config.
- 19:19 < icinga-wm> PROBLEM - Swift HTTP backend on ms-fe1001 is CRITICAL: CRITICAL - Socket timeout after 10 seconds
- 19:21 < icinga-wm> PROBLEM - Swift HTTP backend on ms-fe1002 is CRITICAL: CRITICAL - Socket timeout after 10 seconds
- 19:25 < icinga-wm> PROBLEM - Swift HTTP backend on ms-fe1003 is CRITICAL: Connection timed out
- 19:26 < icinga-wm> PROBLEM - LVS HTTP IPv4 on rendering.svc.eqiad.wmnet is CRITICAL: CRITICAL - Socket timeout after 10 seconds
- 19:27 < icinga-wm> PROBLEM - LVS HTTP IPv4 on ms-fe.eqiad.wmnet is CRITICAL: CRITICAL - Socket timeout after 10 seconds
- 19:29 < icinga-wm> PROBLEM - Swift HTTP frontend on ms-fe1003 is CRITICAL: Connection timed out
- 19:30 < icinga-wm> RECOVERY - LVS HTTP IPv4 on rendering.svc.eqiad.wmnet is OK: HTTP OK: HTTP/1.1 200 OK - 15119 bytes in 0.082 second response time
- 19:30 < icinga-wm> PROBLEM - Swift HTTP backend on ms-fe1004 is CRITICAL: Connection timed out
- 19:31 < icinga-wm> PROBLEM - Swift HTTP frontend on ms-fe1004 is CRITICAL: Connection timed out
- 19:37 < mutante> !log ms-fe1004, swift-proxy-server stop/start
- 19:37 < icinga-wm> RECOVERY - LVS HTTP IPv4 on ms-fe.eqiad.wmnet is OK: HTTP OK: HTTP/1.1 200 OK - 391 bytes in 0.061 second response time
- 19:39 < icinga-wm> RECOVERY - Swift HTTP backend on ms-fe1004 is OK: HTTP OK: HTTP/1.1 200 OK - 391 bytes in 0.015 second response time
- 19:39 < icinga-wm> RECOVERY - Swift HTTP frontend on ms-fe1004 is OK: HTTP OK: HTTP/1.1 200 OK - 185 bytes in 0.006 second response time
- 19:39 < icinga-wm> RECOVERY - Swift HTTP frontend on ms-fe1003 is OK: HTTP OK: HTTP/1.1 200 OK - 185 bytes in 0.004 second response time
- 19:39 < mutante> !log ms-fe1001 thru ms-fe1003: swift-proxy-server stop/start
- 19:39 < icinga-wm> RECOVERY - Swift HTTP backend on ms-fe1002 is OK: HTTP OK: HTTP/1.1 200 OK - 391 bytes in 0.014 second response time

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- 19:39 <icinga-wm> RECOVERY - Swift HTTP backend on ms-fe1003 is OK: HTTP OK: HTTP/1.1 200 OK - 391 bytes in 0.020 second response time
- 19:40 <icinga-wm> RECOVERY - Swift HTTP backend on ms-fe1001 is OK: HTTP OK: HTTP/1.1 200 OK - 391 bytes in 0.016 second response time

## Conclusions

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This is the 3rd time we've had the same outage - once a year in 2013, 2014, and now 2015:

- [https://wikitech.wikimedia.org/wiki/Incident\\_documentation/20140910-swift-syslog](https://wikitech.wikimedia.org/wiki/Incident_documentation/20140910-swift-syslog) 
- [https://wikitech.wikimedia.org/wiki/Incident\\_documentation/20131205-Swift](https://wikitech.wikimedia.org/wiki/Incident_documentation/20131205-Swift) 

## Actionables

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Same as the last two times, still not completed.

Category: [Incident documentation](#)

This page was last edited on 15 December 2015, at 20:31.

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