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Please help us clean up older documentation referring to tools.wmflabs.org!

# Incident documentation/20190807-s8-cawiki-errors

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**document status:** in-review

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## Summary

Table **wb\_terms** in **wikidatawiki** that provides labels and description lookup of entities (but also getting labels and description of entities; works both ways) is being replaced by a set normalized tables we call **TermStore**. Part of **TermStore**, is a class called `DatabaseTermIdsResolver`, picked up the right host for retrieving wikidata data in client wikis (including **cawiki**) but didn't use the right db name - `wikidatawiki` - thus code was trying to get information from wrong database - `cawiki` -. [The patch that fixes the issue](#) gives more in-depth information on it. It was deployed five hours earlier on client wikis (The patch that enabled it on client wiki is [527087](#)) then after caches got invalidated and started to use the new store.

## Impact

Some pages on **cawiki** were returning a 500 error due to failing to connect to the database. It potentially impacted all non-wikidata wikis but **cawiki** and **ruwiki** use wikidata extensively enough for this to cause issues (retrieving property term data is not very commons in client wikis)

## Detection

We got the alert on IRC:

```
PROBLEM - MediaWiki exceptions and fatals per minute on graphite1004 is
CRITICAL: CRITICAL: 90.00% of data above the critical threshold [50.0]
```

## Timeline

All times in UTC.

- 11:31 [the config variable gets deployed](#)
- 17:26 **OUTAGE BEGINS**
- 17:33 Some mw\* servers complain about having communication issues to s8 replicas
- 17:42 Otto runs scap-file again as we were suspecting that a previous revert didn't make it to the intended servers; it didn't work:)
- 17:45 We find out that cawiki (s7) is trying to access the cawiki db on s8 (wikidata) replicas
- 17:46 We notice that this affects mainly cawiki (catalan wikipedia)
- 17:53 We verify that some pages on cawiki return 500 errors due to database issues
- 18:00 Train gets blocked until this is resolved
- 18:15 Effie restarts hhvm and php-fpm on app canary servers to rule out any possible cache corruptions (s7)

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(cawiki) and s8 are off by one); it didn't work:)

- 18:36 Reached out for more help
- <snip mediawiki internals discussion>
- 18:57 Amir says he knows what it up
- 18:59 Reedy revert's said patch
- 19:15 Jenkins finally merges the patch and Reedy deploys to prod
- 19:17 **OUTAGE ENDS** (Voila)

## Conclusions

We don't have proper knowledge of how wikidata works and interacts with wikis.

### What went well?

- People with Mediawiki knowledge were online and available to help.

### What went poorly?

- We didn't think to look for commits to mediawiki-config further back from before the issue started.

### Where did we get lucky?

- Amir was online and knew exactly to what this was related to.

## Other information

- Logs from mwlog:



<https://phabricator.wikimedia.org/P8883>

### • SAL

- 19:16 reedy@deploy1001: Synchronized wmf-config/InitialiseSettings.php: Revert Switch property terms migration to WRITE\_NEW on client wikis T225053 (duration: 00m 58s)
- 18:15 jijiki: Restart hhvm and php-fpm on canary mw hosts
- 17:42 otto@deploy1001: Synchronized wmf-config/InitialiseSettings.php: Retry - Revert "Switch high-traffic jobs to eventgate." (duration: 00m 58s)
- 16:40 mobrovac@deploy1001: Synchronized wmf-config/InitialiseSettings.php: JobQueue: Revert switching high-traffic jobs to eventgate (duration: 00m 55s)
- 16:34 mobrovac@deploy1001: scap failed: average error rate on 6/11 canaries increased by 10x (rerun with --force to override this check, see < for details)
- Patch that caused this [[<https://gerrit.wikimedia.org/r/#/c/operations/mediawiki-config/+527087/>]
- Patch that fixes the buggy code: <https://gerrit.wikimedia.org/r/c/mediawiki/extensions/Wikibase/+529113>

## Actionables

None for now - TBA

**NOTE:** Please add the [#wikimedia-incident](#) Phabricator project to these follow-up tasks and move them to the "follow-up/actionable" column.

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