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Incident documentation/20180423-wdqs

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Summary

Wikidata Query Service experienced slow down and timeouts for ~30 minutes

Timeline

- 7:30 UTC: wdqs.svc.eqiad.wmnet start experiencing slowdowns ([95 %-ile is reaching the 1 minute timeout](#) [🔗](#))
- 7:39 UTC: icinga alert: LVS HTTP IPv4 on wdqs.svc.eqiad.wmnet is CRITICAL: CRITICAL - Socket timeout after 10 seconds
- 7:41 UTC: icinga recovery: LVS HTTP IPv4 on wdqs.svc.eqiad.wmnet is OK: HTTP OK: HTTP/1.1 200 OK - 434 bytes in 0.029 second response time
- 8:08 UTC: restart of wdqs1003, situation back to normal

Conclusions

During the slowdown, we [see multiple clients being aggressively throttled](#) [🔗](#). This seems to be a consequence of the slowdown, not a cause. While we do have clients who don't backoff when receiving HTTP 429, they seem to be blocked correctly.

GC logs show mostly no GC activity after 7:28 UTC, which indicates that for once, the issue is somewhere else.

Actionables

- investigate the cause of the slowdown of wdqs1003 [phab:T192759](#)
- create a dedicated WDQS cluster for internal traffic [phab:T178492](#) (mostly done, still need to move clients to use this new cluster)

Category: [Incident documentation](#)

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