



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/20180206-Phabricator

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## Summary

Phabricator stopped working on Feb 6 2018.

Users saw either our standard error page from the caching layer or "Failed to `proc\_open()` : proc\_open() expects parameter 2 to be array, unknown given"

The issue was fixed about 6 minutes later after restarting httpd.

## Timeline

- 16:51 <+icinga-wm> PROBLEM - <https://phabricator.wikimedia.org> on phab1001 is CRITICAL: HTTP CRITICAL: HTTP/1.1 503 Backend fetch failed - 2426 bytes in 2.329 second response time
- 16:56 < elukey> !log restart httpd on phab1001
- 16:57 <+icinga-wm> RECOVERY - <https://phabricator.wikimedia.org> on phab1001 is OK: HTTP OK: HTTP/1.1 200 OK - 31921 bytes in 0.225 second response time

## Conclusions

- There is a deadlock bug in PHP 5.6 which is triggered by Phabricator, leading to a deadlock in malloc as shown by [this stack trace](#).
- The deadlock causes apache to slowly leak worker processes until the pool is filled some other system is exhausted.
- Until we can work around the bug or upgrade to a newer version of php, we will have to periodically restart apache on phabricator servers.

## Actionables

*Explicit next steps to prevent this from happening again as much as possible, with Phabricator tasks linked for every step.*

- Set up a cron job to periodically kill deadlocked apache processes [phab:T187790](#)
- Upgrade phabricator to PHP 7.1 as soon as it is practical to do so. [phab:T160714](#)

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