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Incident documentation/20190423-varnish

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Summary

Similar Varnish 'mailbox lag' problems as many times before.

Impact

Approximately 82k queries lost (HTTP 503 served instead). [source](#)

Detection

Automated monitoring -- Icinga alerts on traffic availability.

Timeline

This is a step by step outline of what happened to cause the incident and how it was remedied. Include the lead-up to the incident, as well as any epilogue, and clearly indicate when the user-visible outage began and ended.

All times in UTC.

- 19:54 Varnish mailbox lag begins climbing on cp1083 **OUTAGE BEGINS**
- 19:56 first Icinga alert for HTTP availability `PROBLEM - HTTP availability for Nginx -SSL terminators- at ulsfo on icinga1001 is CRITICAL: cluster=cache_text site=ulsfo`
- 19:57 Varnish mailbox lag recovers on cp1083 but begins climbing on cp1085
- 20:02 Varnish mailbox lag recovers on cp1085 **OUTAGE ENDS**

Graphs: [Mailbox lag](#) [HTTP availability](#)

Conclusions

See [Incident_documentation/20190416-varnish#Conclusions](#)

Actionables

See [Incident_documentation/20190416-varnish#Actionables](#)

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