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Incident documentation/20181015-eqsin-power

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Summary

The eqsin PoP went offline for approximately 2h10, between approximately 14:15 and 16:25 UTC on 2018-10-14. Of those, 11 minutes were service impacting for the PoP's service region (APAC) for the majority of users, with the long tail of non-conforming resolvers being unable to reach our sites for longer periods of time.

Root cause was a combination of scheduled power maintenance by the facility and lapses in our processes.

Timeline

- Sep 07 08:17 Facility notifies us of a "SERVICE IMPACTING Scheduled Customer Outage Level" with power feed A window.
- Sep 07 08:20 Facility notifies us of a "SERVICE IMPACTING Scheduled Customer Outage Level" with power feed B window.
- Sep 10 10:06 Facility notifies us of power feed B window being rescheduled.
- Oct 12 13:01 Facility sends a "maintenance listed will commence in one hour" notification for power feed A.
- Oct 12 14:16 Power feed A is lost in eqsin, and is noticed by monitoring.
- Oct 12 14:26 [Site gets depooled](#) and [task is filed](#).
- Oct 13 00:00 Maintenance window is over, facility sends a "completed" notice.
- Oct 13 03:07 Power feed A is (seemingly) back up, so the [site is repooled](#). Unknown at the time was that multiple alerts were still outstanding at that point, and power had not been recovered in the top-half of rack 0603, which included all networking equipment.
- Oct 14 13:00 Facility sends a "maintenance listed will commence in one hour" notification for power feed B.
- Oct 14 14:15 Power feed B is lost in eqsin, and with it the PoP goes dark. Users in APAC are unable to access our sites. Monitoring notices and pages, multiple respondents react.
- Oct 14 14:16 [Site is depooled](#).
- Oct 14 14:26 DNS TTLs expire for the majority of recursors, site back up for most of APAC users via ulsfo.
- Oct 14 14:38 Facility's service deks is being contacted to report a double power failure.
- Oct 14 16:02 Service desk responds with a work order; will "be contacted by a technician in 30 to 45 minutes".
- Oct 14 16:25 Site is back up, facility technician informs us that they reset a feed A in-rack breaker that was tripped.
- Oct 14 19:24 Power feed B [is restored](#).
- Oct 15 00:00 Maintenance window is over, facility sends a "completed" notice.
- Oct 15 08:48 [Site is repooled](#).

Conclusions

- Manual triaging of maintenance alerts is error-prone.
- Repool should always be preceded by a monitoring health-check where all alerts have been cleared or can be reasonably explained.
- eqsin does not have router or rack redundancy, so a power feed + PDU or PSU failure can take the site down.
- eqsin's PDUs are not monitored by neither the facility nor us.

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Actionables

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

Category: [Incident documentation](#)

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