

Main page Recent changes Server admin log (Prod) Server admin log (RelEna) **Deployments** SRE/Operations Help Incident status

Cloud VPS & Toolforge

Cloud VPS documentation

Toolforge documentation

Request Cloud VPS project

Server admin log (Cloud VPS)

Tools

What links here Related changes Special pages Permanent link Page information Cite this page

Print/export

Create a book Download as PDF Printable version

Page Discussion View source

View history

Search Wikitech

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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/20161021-Maps

< Incident documentation

Contents [hide]

- 1 Summary
- 2 Timeline
- 3 Conclusions
- 4 Actionables

Summary

Between 18:50 UTC and 19:20 UTC, October 21st, maps.wikimedia.org stopped rendering tiles due to Cassandra backend being unavailable.

Timeline

- 18:50 UTC: cassandra wrongly reinitialized on maps2004.codfw.wmnet, deleting all cassandra data on maps2004. Kartotherian starts failing with
 - org.apache.cassandra.exceptions.UnavailableException: Cannot achieve consistency level LOCAL ONE .
- 19:20 UTC: traffic redirected to maps eqiad cluster, user traffic is served again without error
- 19:40 UTC: full deployment of new traffic configuration
- 21:13 UTC: permissions are reset on maps/cassandra codfw cluster, kartotherian starts working again on the codfw clsuter

Conclusions

- The main trigger for this is human error.
- maps/cassandra has a replication factor of 1 on the "system_auth" keyspace. This means that loosing one node potentially breaks authentication.

Actionables

• increase replication factor on system_auth keyspace Task T149074

Category: Incident documentation

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