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Summary

At about 22:30 UTC on 2016-02-14, labsdb1002 suffered a disk failure and unmounted the volume that hosted several tools databases. We were unable to remount the system, so the db server was depooled pending a disk replacement.

Timeline

22:28: incinga reports

```
mysqld processes on labsdb1002 is CRITICAL: PROCS CRITICAL: 0 processes with
command name mysqld
MariaDB disk space on labsdb1002 is CRITICAL: DISK CRITICAL - /srv is not
accessible: Input/output error
Disk space on labsdb1002 is CRITICAL: DISK CRITICAL - /srv is not accessible:
Input/output error
```

Giuseppe, Andrew, Chase, Jaime, Ariel and Alex Monk responded to the alerts. Logs include the following:

```
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965750] XFS (dm-1): Log I/O Error
Detected.  Shutting down filesystem
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965752] XFS (dm-1): Please umount
the filesystem and rectify the problem(s)
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965754] XFS (dm-1): metadata I/O
error: block 0xc00f2fb0 ("xlog_iodone") error 5 numblks 64
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965757] XFS (dm-1):
xfs_do_force_shutdown(0x2) called from line 1170 of file /build/buildd/linux-
3.13.0/fs/xfs/xfs_log.c.  Return address = 0xffffffffa02db801
```

22:50: Giuseppe attempts to unmount and remount the failed volume

22:59: After discussion it's agreed that the other db servers can handle the load from 1002, so Jaime submits https://gerrit.wikimedia.org/r/#/c/270650/ 🔗 which directs access for affected DBs to other servers. Andrew merges the patch and applies on labservices1001.

23:05: Andrew restarts the 'replag' tool by hand, at which point it resumes normal operation. Many tools recover spontaneously, and a few others are restarted by hand by operations staff.

23:22: Andrew sends an email to labs-announce encouraging tool maintainers to restart their services.

Conclusions

Affected tools replica databases:

- 'bgwiki'
- 'bgwiktionary',
- 'commonswiki'

- 'cswiki'
- 'dewiki'
- 'enwikiquote'
- 'enwiktionary'
- 'eowiki'
- 'fiwiki'
- 'idwiki'
- 'itwiki',
- 'nlwiki'
- 'nowiki'
- 'plwiki'
- 'ptwiki'
- 'svwiki'
- 'thwiki'
- 'trwiki'
- 'wikidatawiki'
- 'zhwiki'

Tools with sensible reconnect logic recovered immediately after labsdb1002 was depooled. Those without will require a manual restart, which is largely left up to tool maintainers.

Actionables

- Replace the broken disk and repool labsdb1002: https://phabricator.wikimedia.org/T126946
- Consider implementing an automatic failover system for labsdb shards

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