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# Incident documentation/20170222-www-portals

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## Summary

At about 17:00 UTC Feb. 22 the www.wikipedia.org page was severely broken for about an hour.

The text on the page was invisible. This bug was caused by a JavaScript file being improperly cached and returning a 404.

## Timeline

- A bug was filed at around 17:09 UTC Feb.22 noting that the text on www.wikipedia.org is invisible. [task T158782](#)
- We were made aware of this bug at about 17:40 UTC
- at 18:15 UTC an attempt was made to rollback to the previous deploy. The deploy was visible on mwdebug1002 without error, but the error persisted in production.
- at 18:20 UTC we purged the URL of the specific JavaScript file, fixing the issue.

## Conclusions

- The wikipedia.org portal depends on a specific order of syncing followed by purging urls, which is fragile and needs some rethinking.
- Errors in JavaScript should not make the page unusable.

## Actionables

- Adding an entire list of asset URLs to purge ([task T158810](#))
- Preventing JavaScript from hiding page content indefinitely ([task T158809](#))
- Use query params for cache-busting ([task T158808](#))

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This page was last edited on 25 February 2017, at 00:13.

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