


Closed (moved)

Opened 2 years ago by  [Gregory Stark](#)

Outage 2018-04-17 22:29 22:38UTC

Context

`gitlab-ctl reconfigure` corrupted the `databases.ini` file causing `gitlab.com` to be unable to access the database and serve 500 errors for 9 minutes from 22:29 until 22:38.

Timeline

On date: 2018-03-17

- 22:29 - @_stark Running `gitlab-ctl reconfigure` on `pgbouncer` node
- 22:30 - [@ilyaf](#) uhm... .com times out for me, wonder if its my vpn or not
- 22:30 - Pingdom alerts
- 22:32 - @_stark pastes pgbouncer error: `2018-04-17_22:32:05.88183 2018-04-17 22:32:05.881 109886 WARNING C-0x7f6a64400f20: gitlabhq_production_sidekiq/(nouser)@10.69.6.121:48654 Pooler Error: pgbouncer cannot connect to server`
- 22:32 - [@ilyaf](#) creates zoom
- 22:35 - [@ilyaf](#) !tweet "We're investigating increased number of errors, and will followup with issue shortly"
- 22:36 - @_stark - Argh The same problem we had before, the `databases.ini` file is empty
- 22:36 - @_stark replaces file with old contents from terminal history and runs `gitlab-ctl restart pgbouncer`

Incident Analysis

- Pingdom detected the problem quickly (though [@ilyaf](#) was faster)
- Pingdom was not very specific though. The new pgbouncer alerts may help: [gitlab-com/runbooks!554 \(.merged\)](#).
- This incident was a repeat of a previous outage: <https://gitlab.com/gitlab-com/infrastructure/issues/3876>
- The `gitlab-ctl configure` in this case was needed to make a change to pgbouncer `max_clients` parameter which was needed due to [gitlab-com/database#70 \(closed\)](#).

Root Cause Analysis

- Why did we have downtime: we applied a change to pgbouncer that normally requires a reload
- Why did this cause downtime?: details of this can be found in https://gitlab.com/gitlab-com/infrastructure/issues/3876#note_64118085, but it's not entirely clear yet what happened

What went well

The problem was detected quickly. A call was set up immediately by [@ilyaf](#). Both [@stanhu](#) and @_stark identified the problem immediately.

What can be improved

- When we have a known bug from a previous outage we should have a runbook documenting the specific commands needed to recover. @_stark didn't know how it was fixed previously and improvised.
- Better monitoring of PGBouncer including connection errors and configuration errors
- Upgrade omnibus more frequently so the process is well exercised and knowledge spread
- Multiple PGBouncer nodes with load balanced between them using a mechanism that detects connection failures

Corrective actions

- [gitlab-com/database#12 \(closed\)](#).
- <https://gitlab.com/gitlab-com/infrastructure/issues/3442>
- [gitlab-com/migration#323 \(moved\)](#).

Guidelines

- [Blameless Postmortems Guideline](#)
- [5 whys](#)

Edited 2 years ago by [Gregory Stark](#)

Linked issues


0

Related merge requests


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Add alert for [pgbouncer connection errors](#)

gitlab-com/runbooks!554

- [Gregory Stark](#) [@0stark](#) changed the description [2 years ago](#)
- 


[William Dillon](#) [@hpux735](#) · [2 years ago](#)

This looks like it's still a lot of boiler plate. Is that expected?
- [Tomasz Maczukin](#) 🌴 [@tmaczukin](#) mentioned in issue [#4054 \(moved\)](#), [2 years ago](#)
- 

[John Jarvis](#) [@jarv](#) · [2 years ago](#)

Owner

[@hpux735](#) we usually start with the boilerplate and fill it out as we get more information about the issue.



[John Jarvis](#) [@jarv](#) · [2 years ago](#)


Owner

[@_stark](#) can you add what the reason was for the reconfigure and if there was a previous incident of this is there a issue link somewhere?

I wonder if this is a good time to consider having more redundancy for pgbouncer.

[John Jarvis](#) [@jarv](#) added [oncall](#) label [2 years ago](#)

[John Jarvis](#) [@jarv](#) mentioned in issue [#4057 \(closed\)](#), [2 years ago](#)



[William Dillon](#) [@hpux735](#) · [2 years ago](#)

Thanks, [@jarv](#) I was wondering if that was the case

[Andrew Newdigate](#) [@andrewn](#) mentioned in issue [gitlab-org/omnibus-gitlab#3438 \(moved\)](#), [2 years ago](#)

[Andrew Newdigate](#) [@andrewn](#) mentioned in issue [#4065 \(moved\)](#), [2 years ago](#)

[Gregory Stark](#) [@0stark](#) changed the description [2 years ago](#)

[Ilya Frolov](#) [@ilyaf](#) closed [2 years ago](#)

[Andrew Newdigate](#) [@andrewn](#) moved to [production#315 \(closed\)](#), [1 year ago](#)

[David Smith](#) 🌴 [@dawsmith](#) mentioned in issue [#4679](#) [1 year ago](#)

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https://gitlab.com/gitlab-com/gl-infra/infrastructure/-/issues/4056

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