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# Incident documentation/20140714-Etherpad

[< Incident documentation](#)

## Contents [\[hide\]](#)

- [1 Summary](#)
- [2 Timeline](#)
- [3 Conclusions](#)
- [4 Actionables](#)
- [5 Etherpad-lite stack trace](#)

## Summary

Someone ran some sort of scanner script against this service, causing the backend daemon to crash twice.  
Service recovered on its own, total downtime ~10 mins.

## Timeline

- 19:48 Apparent vulnerability scan from 83.206.173.212 (212-173.206-83.static-ip.oleane.fr.) begins, about 2000 404s seen in `zirconium:/var/log/apache/error.log`:

```
[Mon Jul 14 19:59:42 2014] [error] [client 83.206.173.212] File does not exist:
/var/www/planet/en/webavis
[Mon Jul 14 19:59:43 2014] [error] [client 83.206.173.212] File does not exist:
/var/www/planet/en/webmail
[Mon Jul 14 19:59:43 2014] [error] [client 83.206.173.212] File does not exist:
/var/www/planet/en/webnews
[Mon Jul 14 19:59:43 2014] [error] [client 83.206.173.212] File does not exist:
/var/www/planet/en/webroot
[Mon Jul 14 19:59:44 2014] [error] [client 83.206.173.212] File does not exist:
/var/www/planet/en/webyep-system
```

- 19:50 `zirconium:/var/log/etherpad-lite/etherpad-lite.log` starts saying strange things, daemon restarts twice:

```
[2014-07-14 19:50:31.068] [ERROR] console - Error: Failed assertion: Can't have
op.lines of 2 in attribution lines at Object.error
(/usr/share/etherpad-lite/src/static/js/Changeset.js:39:11)
[2014-07-14 19:50:31.068] [INFO] console - graceful shutdown...
RESTART!
start...
[...]
[2014-07-14 19:53:43.458] [INFO] console - graceful shutdown...
RESTART!
start...
```

- 19:53 Etherpad-lite daemon at `zirconium:9001` stops accepting connections.

### Apache error log:

```
[Mon Jul 14 19:53:46 2014] [error] [client 76.254.63.162] (20014)Internal
error: proxy: error reading status line from remote server 127.0.0.1:9001
[Mon Jul 14 19:53:46 2014] [error] [client 76.254.63.162] proxy: Error
reading from remote server returned by /p/SULfinalisationengineering
[Mon Jul 14 19:53:46 2014] [error] [client 140.221.131.106] (20014)Internal
error: proxy: error reading status line from remote server 127.0.0.1:9001,
referer: https://etherpad.wikimedia.org/p/Reproducibility\_Workshop
```

[Main page](#)  
[Recent changes](#)  
[Server admin log \(Prod\)](#)  
[Server admin log \(RelEng\)](#)  
[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](#)

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[Download as PDF](#)  
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- 19:54: Greg-g reports on IRC that etherpad.wikimedia.org is down, giving a "Service Temporarily Unavailable" message.
- 19:59: Scanning ends, according to logs
- 20:01: Service is available again

## Conclusions

- Service recovered without administrative action
- Icinga didn't detect this outage because it only checks for a running process rather than an HTTP 200 response from port 9001. Plus since Etherpad auto-restarted, Icinga wouldn't have caught it anyway unless itchecked for a PID change.
- Ganglia shows CPU & loadavg spikes (small), no significant change in net traffic
- Etherpad is backed by db1001, no significant impact observed in Ganglia
- Unclear what HTTP response code was sent during the outage
- We are already running the newest release of Etherpad-lite, 1.4.0. No mention of security concerns from upstream <https://github.com/ether/etherpad-lite/> (though they do have 255 issues open!), no relevant entries in CVE DB.
  - No suggestion of security vulnerability at this time

## Actionables

- Configure etherpad-lite.log rotation, currently: 786MB since 2013-11-23

The above has been done. The new package 1.4.0-2 now has logrotate support and now etherpad-lite finally no longer uses console logging but logs directly to /var/log. Relevant changes are:

<https://gerrit.wikimedia.org/r/#/c/151115/> and <https://gerrit.wikimedia.org/r/#/c/151106/>. Due to the migration to upstart that was added in the latter, downtime due to the software malfunctioning will be shorter (faster restarts by upstart)

## Etherpad-lite stack trace

```
[2014-07-14 19:53:43.458] [ERROR] console - Error: Failed assertion: Can't
have op.lines of 2 in attribution lines
    at Object.error
    (/usr/share/etherpad-lite/src/static/js/Changeset.js:39:11)
    at Object.assert
    (/usr/share/etherpad-lite/src/static/js/Changeset.js:53:13)
    at outputMutOp
    (/usr/share/etherpad-lite/src/static/js/Changeset.js:1167:15)
    at Object.exports.mutateAttributionLines
    (/usr/share/etherpad-lite/src/static/js/Changeset.js:1213:9)
    at async.series.callback.forwardsChangesets
    (/usr/share/etherpad-lite/src/node/handler/PadMessageHandler.js:1392:19)
    at async.series.results
    (/usr/share/etherpad-lite/src/node_modules/async/lib/async.js:486:21)
    at _asyncMap
    (/usr/share/etherpad-lite/src/node_modules/async/lib/async.js:185:13)
    at async.forEachSeries.iterate
    (/usr/share/etherpad-lite/src/node_modules/async/lib/async.js:108:13)
    at async.forEachSeries.iterate
    (/usr/share/etherpad-lite/src/node_modules/async/lib/async.js:119:25)
    at _asyncMap
    (/usr/share/etherpad-lite/src/node_modules/async/lib/async.js:187:17)
[2014-07-14 19:53:43.458] [INFO] console - graceful shutdown...
RESTART!
```

The above has been reported in <https://github.com/ether/etherpad-lite/issues/2215>. No reaction after 2 days

Category: Incident documentation

