



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/20160823-ToolsProxy

[< Incident documentation](#)

Contents [\[hide\]](#)

- [1 Summary](#)
- [2 Timeline](#)
- [3 Conclusions](#)
- [4 Actionables](#)

Summary

Tool Labs proxy (and thus all webservice accessibility from the internet) were down for approximately 2 minutes, between UTC 0546 and 0548, Tue Aug 23.

Timeline

- 0546: Yuvi gets a page for PAWS being down
- 0546: Yuvi investigates, notices tools is down too
- 0547: SSHs into tools-proxy-01, looks at error.log. Notice lots of `768 worker_connections are not enough` errors
- 0548: Restarts nginx, fixing the issue for now.

Conclusions

- Our current worker_connections limit is too low.
- There was no widespread paging for this. PAWS alert is set to alert only Yuvi, and also caught this only incidentally.
- We had a higher worker_connections limit, but that was killed in favor of the default number in <https:// Gerrit.wikimedia.org/r/#/c/297829/>.
- There's no quick way to failover tools-proxy, making intense debugging a priority over failover & calmly investigating.

Actionables

- Increase the worker_connections limit, tune nginx properly [phab:T143637](#)
- Setup paging with a super simple webservice, to replace the killed tools home page check [phab:T143638](#)
- Make a script that facilitates failover of tools / nova proxy [phab:T143639](#)

Category: [Incident documentation](#)

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