



Closed (moved)

Opened 3 years ago by  **Chris** 

Outage - 2016/10/06 11:15 UTC

What happened?

- GitLab.com down
- Registry down
- Load balancers missing all workers in config

Outcome

We had a period of downtime between 11:15 UTC and 11:33 UTC, all load balancers lost their workers.

This was completely a human error.

Why?

All load balancers were missing all workers in their haproxy configs because all workers were missing the `gitlab-cluster-worker` role due to a human error. The recipe which create the haproxy.cfg file is looking for all nodes with this role and add them accordingly.


What are we doing about this

- We should never run a `chef-client -r` which will replace all current recipes/roles from a node but use `chef-client -o` instead.
- We should never run `chef-client -r` or `chef-client -o` but just update our roles or nodes via git and knife.

Linked issues 

 0



Chris  [@MrChrisW](#) Added ~393244 label [3 years ago](#)



Stefan Schweter [@stefan-it](#) · [3 years ago](#)

Cloning over https seems to be not working at the moment:

```
git clone https://gitlab.com/gitlab-org/gitlab-shell.git
Klone nach 'gitlab-shell' ...
fatal: unable to access 'https://gitlab.com/gitlab-org/gitlab-shell.git/': The
```



Jeroen Nijhof [@jnijhof](#) · [3 years ago](#)

Closing in favor of <https://gitlab.com/gitlab-com/infrastructure/issues/531>



Jeroen Nijhof [@jnijhof](#) Status changed to closed [3 years ago](#)



Achilleas Pipinellis  [@axil](#) removed milestone [2 years ago](#)



Andrew Newdigate [@andrewn](#) moved to [production#71 \(closed\)](#) [1 year ago](#)

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