



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/20160214-labsdb1002

[< Incident documentation](#)

Contents [\[hide\]](#)

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

Summary

At about 22:30 UTC on 2016-02-14, labsdb1002 suffered a disk failure and unmounted the volume that hosted several tools databases. We were unable to remount the system, so the db server was depooled pending a disk replacement.

Timeline

22:28: incinga reports

```
mysqld processes on labsdb1002 is CRITICAL: PROCS CRITICAL: 0 processes with
command name mysqld
MariaDB disk space on labsdb1002 is CRITICAL: DISK CRITICAL - /srv is not
accessible: Input/output error
Disk space on labsdb1002 is CRITICAL: DISK CRITICAL - /srv is not accessible:
Input/output error
```

Giuseppe, Andrew, Chase, Jaime, Ariel and Alex Monk responded to the alerts. Logs include the following:

```
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965750] XFS (dm-1): Log I/O Error
Detected. Shutting down filesystem
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965752] XFS (dm-1): Please umount
the filesystem and rectify the problem(s)
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965754] XFS (dm-1): metadata I/O
error: block 0xc00f2fb0 ("xlog_iodone") error 5 numblks 64
Feb 14 22:24:55 labsdb1002 kernel: [21554975.965757] XFS (dm-1):
xfs_do_force_shutdown(0x2) called from line 1170 of file /build/builddd/linux-
3.13.0/fs/xfs/xfs_log.c. Return address = 0xfffffffffa02db801
```

22:50: Giuseppe attempts to unmount and remount the failed volume

22:59: After discussion it's agreed that the other db servers can handle the load from 1002, so Jaime submits <https://gerrit.wikimedia.org/r/#/c/270650/> which directs access for affected DBs to other servers. Andrew merges the patch and applies on labservices1001.

23:05: Andrew restarts the 'replag' tool by hand, at which point it resumes normal operation. Many tools recover spontaneously, and a few others are restarted by hand by operations staff.

23:22: Andrew sends an email to labs-announce encouraging tool maintainers to restart their services.

Conclusions

Affected tools replica databases:

- 'bgwiki'
- 'bgwiktionary',
- 'commonswiki'

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

Print/export

Create a book

Download as PDF

Printable version

- 'cswiki'
- 'dewiki'
- 'enwikiquote'
- 'enwiktionary'
- 'eowiki'
- 'fiwiki'
- 'idwiki'
- 'itwiki',
- 'nlwiki'
- 'nowiki'
- 'plwiki'
- 'ptwiki'
- 'svwiki'
- 'thwiki'
- 'trwiki'
- 'wikidatawiki'
- 'zhwiki'

Tools with sensible reconnect logic recovered immediately after labsdb1002 was depooled. Those without will require a manual restart, which is largely left up to tool maintainers.

Actionables

- Replace the broken disk and repool labsdb1002: <https://phabricator.wikimedia.org/T126946>
- Consider implementing an automatic failover system for labsdb shards

Category: [Incident documentation](#)

This page was last edited on 28 February 2016, at 19:24.

Text is available under the [Creative Commons Attribution-ShareAlike License](#); additional terms may apply. See [Terms of Use](#) for details.

[Privacy policy](#) [About](#)

[Disclaimers](#) [Code of Conduct](#) [Developers](#) [Statistics](#) [Cookie statement](#) [Mobile view](#)

[Wikitech](#)

