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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/20190503-varnish

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## Summary

The traffic layer in eqiad reported various HTTP failures fetching from the application layer. FetchError seemed different from the usual varnish-be scalability issue (e.g. not the same as in Incident documentation/20190416-varnish). Instead of "Could not get storage" we were getting "HTC status -1" and (less frequently) "http format error". See <a href="https://phabricator.wikimedia.org/P8470@">https://phabricator.wikimedia.org/P8460@</a> respectively. HTC status -1 happens when the function HTC\_RxStuff returns HTC\_S\_EOF. The "HTTP format error" case was verified to *not* be happening at the appserver layer. This initially led us to think of a potentially different issue. However, the varnish backends throwing 503 errors were confirmed to consistently be those running for the longest amount of time, and restarting them solved the problem.

#### **Impact**

Approx 900,000 HTTP 503s served, mostly between 05:00 and 05:40.

#### **Detection**

Automated: Icinga paged.

#### **Timeline**

#### All times in UTC.

- 05:01: 503 errors begin at a slow but increasing rate **OUTAGE BEGINS**
- 05:09 Icinga pages about LVS in eqsin and codfw
- 05:32 Joe restarted varnish backend on cp1077
- 05:33 failed fetches move to cp1085
- 05:37 ema summoned
- 05:41 failed fetches from cp1085 disappear
- 05:51 failed fetches move to cp1089
- 06:00 failed fetches from cp1089 disappear OUTAGE ENDS
- 07:03 failed fetches from cp1089 return OUTAGE BEGINS
- 07:16 ema restarts varnish backend on cp1089
- 07:20 error rate returns to normal OUTAGE ENDS

### Graphs:

- https://grafana.wikimedia.org/d/000000479/frontend-traffic? orgld=1&from=1556857800000&to=1556868300000@
- $\bullet\ https://logstash.wikimedia.org/goto/71cf7b8e8fde9e790d999276b7a57d3d \, \underline{\&} \, Correction and the correction of the$

## Conclusions

• The on-disk Varnish storage backend does not scale.

## Actionables

• There is unfortunately no action that can be taken immediately. In the medium-term, our strategy is moving all cache backends to Apache Traffic Server.

Category: Incident documentation

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