



# Fury troubleshooting

Paas de Mercadolibre

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**Cloud & Platform - Mercado Libre**

"Un sistema es observable si su estado actual se puede determinar en un período de tiempo finito utilizando solo las salidas del sistema".

# Observabilidad - Introducción

- **Los datos de telemetría no son observabilidad en sí mismos**

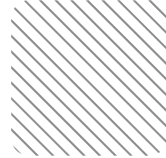
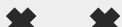
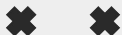
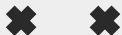
La observabilidad comienza una vez que haya recopilado los datos de telemetría.

- **Con la instrumentación del código obtenemos los datos de telemetría**

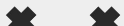
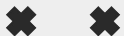
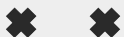
La instrumentación recopila datos de telemetría

- **Formatos de datos para la observabilidad**

Event, Logs, Traces & Metrics



"Practicamos observabilidad cuando instrumentamos todos nuestros componentes y usamos “MELT” para formar un conocimiento fundamental y funcional de las conexiones, las relaciones y dependencias dentro de nuestro sistema, así como su desempeño y salud”



## Observabilidad - MELT

- **Metrics**

Proporciona mediciones cuantitativas del rendimiento y la disponibilidad del sistema en un momento específico (medidores, contadores acumulativos / histogramas, tasas, agregación por etiquetas).

- **Events**

Los eventos son datos estructurados emitidos durante el tiempo de ejecución.

- **Logs**

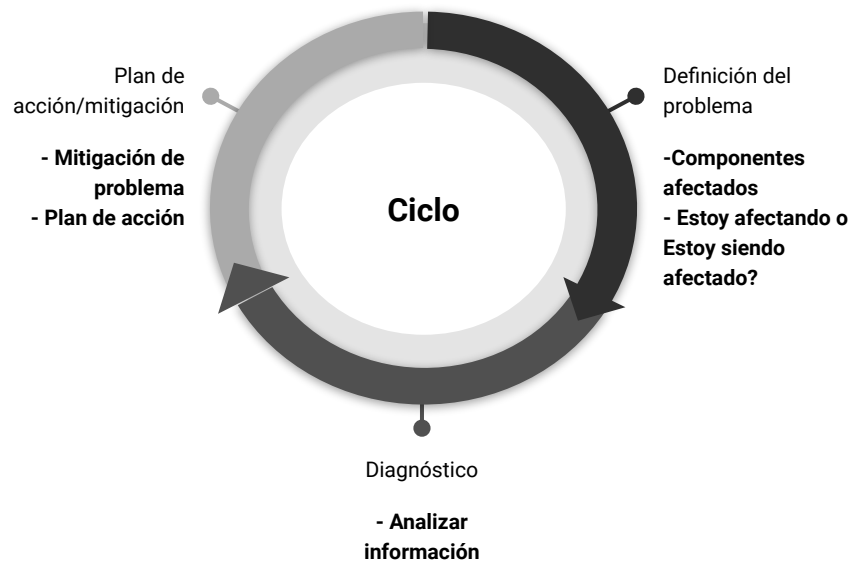
Exponen información altamente granular con un rico contexto local.

- **Tracing**

Colección de “Spans” vinculados, que son operaciones identificables y medibles que representan una unidad de trabajo de un Request.

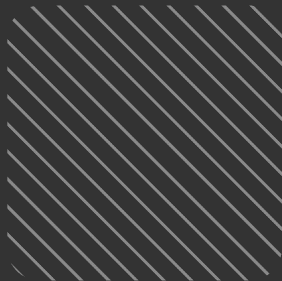


# Ciclo básico de resolución de problemas





# Demo & buenas prácticas





“

Tengo un  
problema con mi  
app de Fury, qué  
hago?

## #Alarma

Me entero que existe un potencial problema en mi aplicación

Active Alert: production-scheduler-fury.perseo.job\_1\_execution\_failed\_alert

1 Failed Execution  
01/06 17:12:10hs

View activity

Perseo

Created  
14/2/2020

Project  
foundations-support

Team  
cross-cloud-and-platform-support

Last activities

DEPLOYMENT	Finished deployment of "demo-poller"	26 minutes ago
DEPLOYMENT	Finished deployment of "demo"	28 minutes ago
DEPLOYMENT	Finished deployment of "demo-jobs"	28 minutes ago
SERVICE	Updated service "demo-jobs"	28 minutes ago
DEPLOYMENT	Effective deployment of "demo-poller"	34 minutes ago

View more >

Expenses

Comparison between weeks

100

Services

Doc search

Job scope

50

Web

DB

production

test

Policies

Feedback

Carrier 3:45 PM

Alert detail #568

Detail Notes Log Recipient States

P1 OPEN

Inbox errors regarding replies not sending.

#568 x1 Aug 21, 2019 9:46 AM No Owner

Other Actions Close Ack

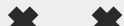
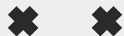
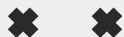
Created at  
Aug 21, 2019 9:46 AM

Tags  
+ Add Tag

Description  
Several customer reported this problem.  
Please check the corresponding ticket.

Responders  
OG Platform

Alias  
7c3fd9b6-0a33-43ab-9324-59d1e8a289fe-1568  
396191668



#Entendimiento  
Busco información para  
entender el estado del scope  
(y sus instancias)

**Infrastructure**

**production.kplapi.warning\_instances\_with\_healthcheck\_failure**  
Three or more instances replaced in the last 4hs, or 6 in the last 24hs  
01/06 21:06:17hs

enterprise-production 3

production 3

worker-import-production 1 1 1

worker-production 2

Warning! Within the last 30 minutes, 11 instances from this scope were recreated due to health check failure.

**production**  
Information updated at 22:15hs  
[View events in Activity](#)

Current auto scaling group ⓘ

Instances: 4 Min: 3 Max: 100 Desired: 3 ELB: 2 Boost

<input type="checkbox"/>	Instance	Status	Health ↓	Uptime	CPU	Load	Free Heap	Steal	Commands
<input type="checkbox"/>	i-01bcb43d70e3ec311 - 10.68.203.69	Pending	🔴	-	-	0.23	-	-	Terminal
<input type="checkbox"/>	i-09400b1f3eccd6b88 - 10.68.201.88	OutOfService	🔴	3.1m	41.7%	0.48	5539Mb	0.93%	Terminal
<input type="checkbox"/>	i-0b2897225c807a7f7 - 10.68.2.210	OutOfService	🔴	5.6m	3.56%	0.33	5416Mb	0.09%	Terminal



#diagnóstico

**Busco información para definir  
y diagnosticar el problema**

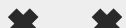
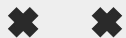
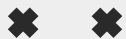
Monitoreo  
Interno



Monitoreo  
Externo



Logs



#diagnóstico

**Busco información para definir  
y diagnosticar el problema**

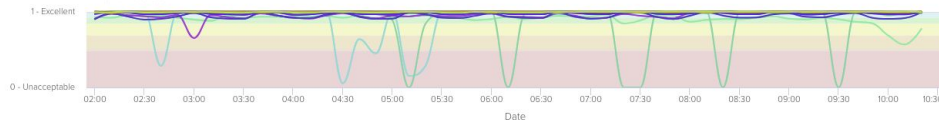
## Activity ⓘ

From: 02/06 02:00hs - To: 02/06 10:29hs

## Events by type



## Health indexes



## Details

Show 1 new events

## Scale in on "classimlb"

an open event triggered a reaction for a scaling step with 35 threshold changing the desired c...

SCALING • classimlb • web • 1 minute ago • ⓘ

INFO

## Scale in on "classimlb"

over capacity desired: 6, current: 7

INFO

## Filters

193 events

## Event Type

- ☒ Alarm (2)
- ☒ Build
- ☒ Command
- ☒ Deployment
- ☒ Scaling (190)
- ☒ Service (1)

## Important

- ☒ No (193)

## Level

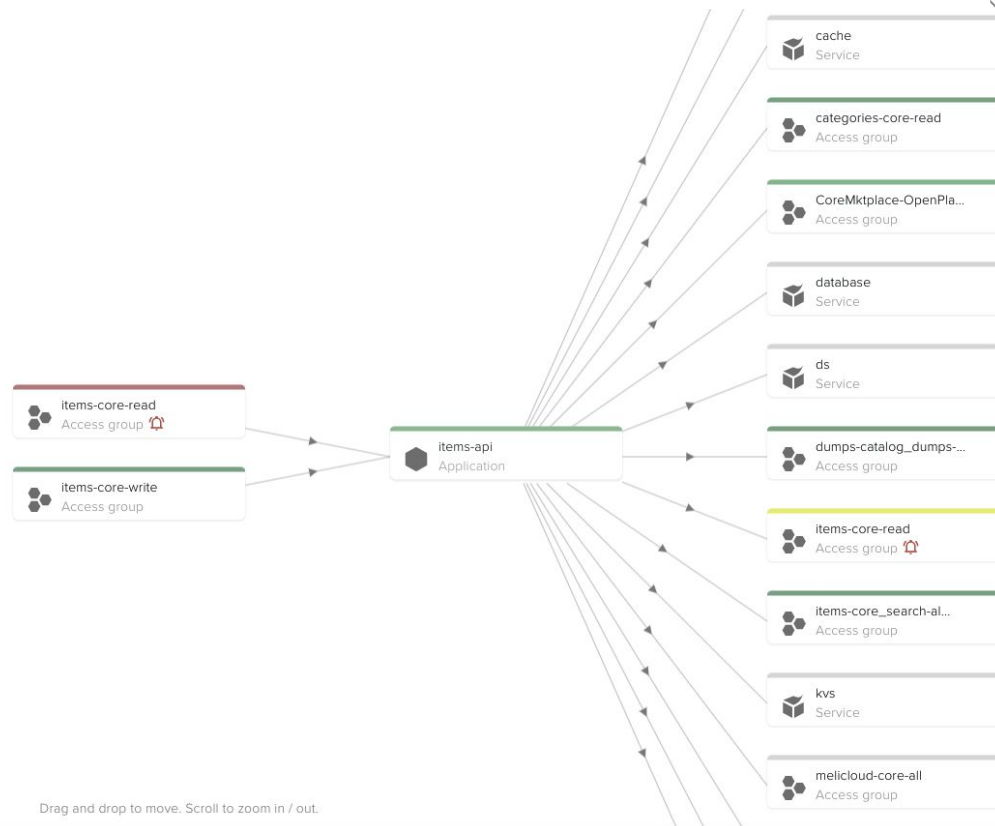
- ☒ Critical (1)
- ☐ Debug
- ☒ Info (154)
- ☒ Warning (38)

## Service

- ☒ <No\_Value>
- ☒ bigq-scope-1
- ☒ classimla (9)
- ☒ classimladesktop (12)
- ☒ classimlb (46)
- ☒ classimlbdesktop (41)
- ☒ classimlc
- ☒ classimlcdesktop (4)
- ☒ classimlm (1)
- ☒ classimlmdesktop (18)

#diagnóstico

**Busco información para definir  
y diagnosticar el problema**



## #accionar Uso las herramientas

```
Terminator - 10.54.144.98
Welcome to Terminator. Type "help" to see available commands.
root@10.54.144.98 ~ $ help
Commands
  help           [INTERNAL] List available commands
  history        [INTERNAL] List executed commands
  clear          [INTERNAL] Clear console
  application-logs  tail application logs
  auth-request   Makes an authenticated request to instance.
  auth-request-timing Shows timing breakdown of an authenticated request
  auth-request-with-response-code Makes an authenticated request to localhost with a response code
  cat            Cat a file. This command can only be used in "/var/log/app", "/"
  usr/local/log", "/app" paths.
  cat-configs    Retrieve all application configurations
  cat-local-api-logs Retrieve local-api logs
  cat-logs       Retrieve all available logs for given instance
  clear-tomcat-stacktrace clears tomcat stacktrace logs
  df             Shows a disk usage output
  du             Summarise disk usage of each file in a dir
  du-sorted-top  sorted top 20 biggest files in dir
  env            List environment variables (without retrieve sensible data)
  head-application-logs Head 100 lines to application logs
```

i-0fb6ebe077b8c5c38 - 10.50.46.33

InService

5.7d

Boost

Pause Scaling

Terminate instances

Reboot instances

Restart instances

Pause Traffic

Instant Blue Green



api  
Information updated at 10:38hs  
[View events in Activity](#)

DATADOG New Relic Kibana

Current auto scaling group ⓘ

Instances: 2 Min: 2 Max: 100 Desired: 2 ELB: 2 [Boost](#)

<input type="checkbox"/>	Instance	Status	Health ↓	Uptime	CPU	Load	Free Mem	Steal	Commands
<input type="checkbox"/>	i-05a5e6faa1fd3d8b4 - 10.54.144.98	InService		5.7d	6.59%	0.2	853Mb	0.26%	<a href="#">Terminal</a>
<input type="checkbox"/>	i-0fb6ebe077b8c5c38 - 10.50.46.33	InService		5.7d	6.17%	0.11 ↑	845Mb	0.17%	<a href="#">Reboot</a> <a href="#">Terminate</a> <a href="#">Restart</a>



# Support & Page On-Call

## Fury Support - Canales de Support

Service Status	On-Call	Fury Support
<a href="#"><u>Status Page</u></a>	<a href="#"><u>SME-Guard</u></a>	<a href="#"><u>Fury Help!</u></a>



# Bonus Track

## Fury Support - Canales de Documentación

