What Happens when Service Mesh Maintainers Get a Taste of Their Own Mesh?



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# What you'll hear today



Working on Linkerd



Becoming a Linkerd prod user while building our SaaS product (Dive)

How we went from 🎁 😄 🧶 to 🎁 🥶









The mistakes we made adventures we had along the way

What you can apply from our experience

## Working on an awesome OSS project

- For most of its history, Buoyant has focused purely on building Linkerd.
- We spot potential issues through integration tests and edge releases
- Bug reports come in from Linkerd users
- But we've never been on-call for a Linkerd installation ourselves.



## Working on an awesome SaaS product

- Everything changed when we started building a SaaS product, Dive!
- We got to experience the joys of Linkerd... and also the bugs
- We got to practice what we preach
- User empathy levels... ENGAGE!





An open source *service mesh* and CNCF member project.



36+ months in production



3,500+ Slack channel members



10,000+ GitHub stars



100+ contributors























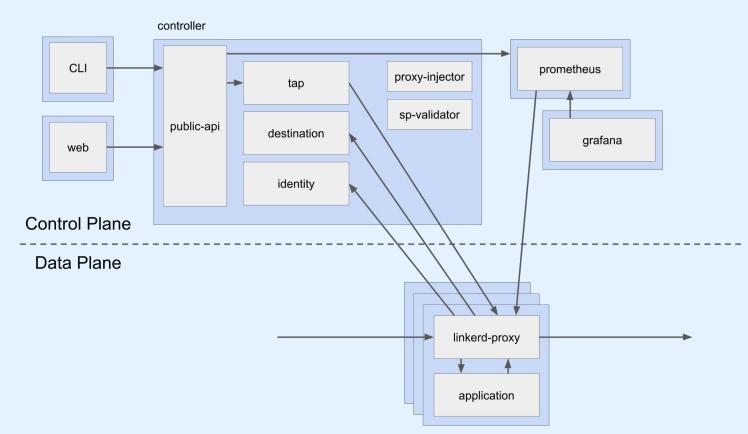




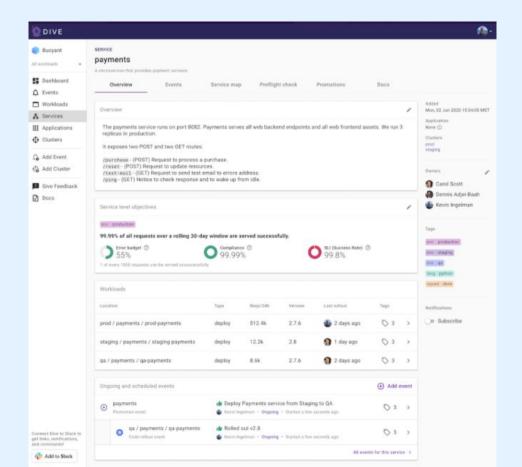




# **Linkerd**







# Dive + Linkerd = Amazingness

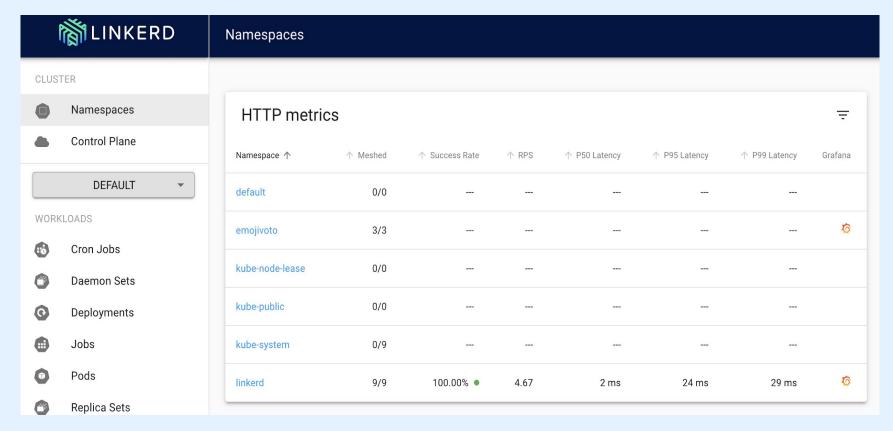
- March Helps Dive
- Dive Helps Linkerd
- Linkerd and Dive Help Each Other



# Linkerd Helps Dive



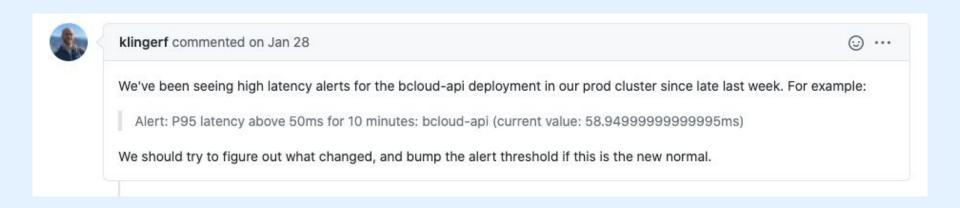
## Why a Service Mesh?



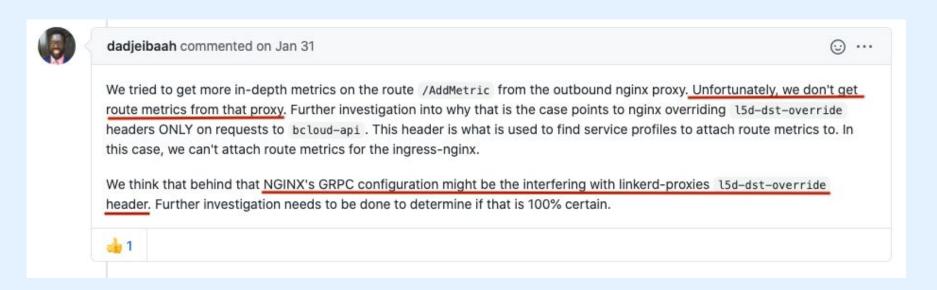
#### Why a Service Mesh?

```
18:05:21 mars@dev ~/w/bcloud (main) $ curl https://run.linkerd.io/install-edge | sh
 % Total
          % Received % Xferd Average Speed Time
                                                     Time
                                                              Time Current
                               Dload Upload Total Spent
                                                              Left Speed
100 2971 100 2971
                      0
                            0 6573
                                         0 --:--:- 6573
Validating checksum...
Checksum valid.
Linkerd edge-20.7.4 was already downloaded; making it the default
To force re-downloading, delete '/home/mars/.linkerd2/bin/linkerd-edge-20.7.4' then run me again.
Add the linkerd CLI to your path with:
  export PATH=$PATH:/home/mars/.linkerd2/bin
Now run:
 linkerd check --pre
                                       # validate that Linkerd can be installed
 linkerd install | kubectl apply -f -
                                       # install the control plane into the 'linkerd' namespace
 linkerd check
                                       # validate everything worked!
                                       # launch the dashboard
 linkerd dashboard
Looking for more? Visit https://linkerd.io/2/next-steps
```

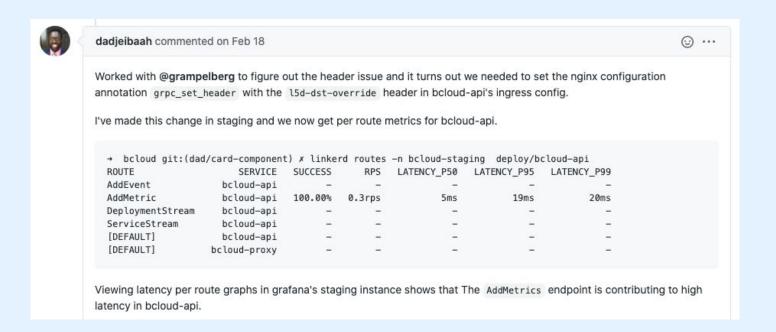
Our goal: Use linkerd metrics to investigate high latencies in our app



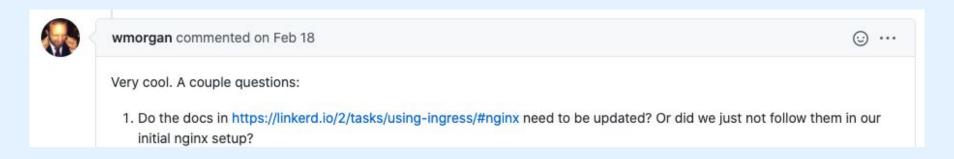
The investigation: Linkerd wasn't giving us the metrics we expected it to, and we worried it wasn't playing well with NGINX.



The solution: Configure NGINX with the correct override header!



The aftermath: Correct the docs -- oops, nevermind!



#### Debugging slow requests

The goal: figure out why some of our graphql requests were slow

```
$ linkerd tap deploy/linkerd-prometheus -nlinkerd
req id=0:0 proxy=out src=10.1.0.83:48314 dst=10.1.0.82:4191 tls=true :method=GET :authority=10.1.0.82:4191 :path=/metrics
rsp id=0:0 proxy=out src=10.1.0.83:48314 dst=10.1.0.82:4191 tls=true :status=200 latency=1684µs
end id=0:0 proxy=out src=10.1.0.83:48314 dst=10.1.0.82:4191 tls=true duration=58µs response-length=3329B
req id=0:1 proxy=out src=10.1.0.83:47774 dst=10.1.0.84:9998 tls=true :method=GET :authority=10.1.0.84:9998 :path=/metrics
rsp id=0:1 proxy=out src=10.1.0.83:47774 dst=10.1.0.84:9998 tls=true :status=200 latency=4963µs
end id=0:1 proxy=out src=10.1.0.83:47774 dst=10.1.0.84:9998 tls=true duration=394µs response-length=2111B
req id=0:2 proxy=out src=10.1.0.83:55548 dst=10.1.0.89:4191 tls=true :method=GET :authority=10.1.0.89:4191 :path=/metrics
rsp id=0:2 proxy=out src=10.1.0.83:55548 dst=10.1.0.89:4191 tls=true :status=200 latency=1910µs
```

#### Debugging slow requests

The goal: figure out why some of our graphql requests were slow



#### Debugging slow requests

The solution: use distributed tracing to find slow requests



Alex Leong <alex@buoyant.io> to dive-dev, William ▼

Hey Divers,

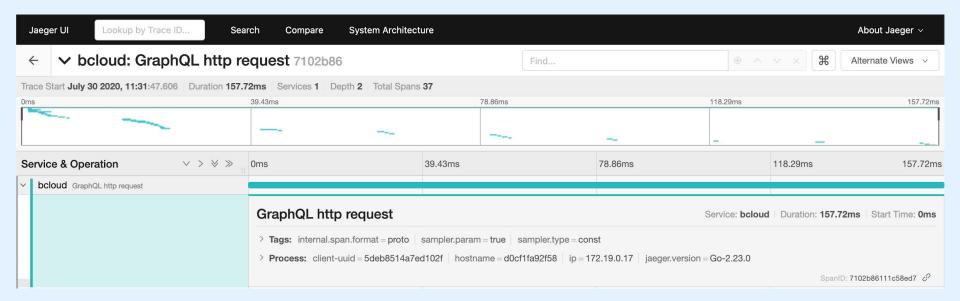
After discussing with the Linkerd team, I just wanted to give you an update on our thinking about each of these items:

\* GraphQL Post Payloads

Tap bodies is on the Linkerd roadmap eventually but I highly highly recommend that you just add distributed tracing to Dive instead. Not only will this let you find slow requests and inspect their graphQL queries, it could potentially also allow you to follow the processing of that request and see specifically how long is taken by each query in a multi-query request. Adding OpenCensus to a go project is easy and I'd be happy to help out. Tarun, our resident OpenCensus expert, could probably help out too.

Tue, Apr 14, 11:50 AM

#### Distributed tracing helps! Sweet!



#### Thanks, Linkerd!

- The Linkerd team is super helpful and it's a pleasure to interact with them (but we knew that already );
- Maintainers know a lot about what their project does, and what it DOESN'T which are both helpful
- P.S. When you're installing a mesh, RTFM (Read The Full\* Manual)... even if your team wrote the docs



# Dive Helps Linkerd



#### We live life on the edge

- We upgrade our staging cluster weekly to the latest edge release
- As a result, we sometimes discover bugs first!
- Some bugs we found were specific to upgrading from one Linkerd version to another!

#### `linkerd check` is our friend

<pre>07:44:2Z mars@dev ~/w/bcloud (main) \$ linkerd kubernetes-api</pre>	check
<pre> √ can initialize the client √ can query the Kubernetes API</pre>	
kubernetes-version	
√ is running the minimum Kubernetes API versi	on
$\checkmark$ is running the minimum kubectl version	
linkerd-existence	
√ 'linkerd-config' config map exists	
√ heartbeat ServiceAccount exist	
√ control plane replica sets are ready	
√ no unschedulable pods	
√ controller pod is running √ can initialize the client	
√ can query the control plane API	
linkerd-config	
√ control plane Namespace exists	
√ control plane ClusterRoles exist √ control plane ClusterRoleBindings exist	
✓ control plane ServiceAccounts exist	
✓ control plane CustomResourceDefinitions exi	st
√ control plane MutatingWebhookConfigurations	
√ control plane ValidatingWebhookConfiguration	ns exist
√ control plane PodSecurityPolicies exist	
linkerd-identity	

## Keeping our linkerd proxies up to date

The goal: Upgrade linkerd as part of our weekly routine

#### The process:

- Run `linkerd upgrade` to upgrade the control plane
- Upgrade the data plane by restarting each pod to pick up the new proxy
- Use `linkerd check --proxy` to see which proxies were out of date

#### Upgrading the proxies is tedious

The problem: linkerd check --proxy would only return the first out of date proxy.

```
linkerd-data-plane
------

√ data plane namespace exists
√ data plane proxies are ready
√ data plane proxy metrics are present in Prometheus
√ data plane is up-to-date
‼ data plane and cli versions match
dive-viz/mysqld-exporter-staging-5f8d865b7f-czf4d running stable-2.8.1 but cli running edge-20.4.1

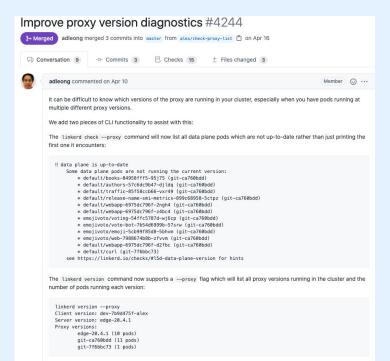
see https://linkerd.io/checks/#l5d-data-plane-cli-version for hints
```

#### So the process would be:

- Restart a deploy to pick up the new proxy
- Run linkerd check --proxy to find the next pod to be updated
- Upgrade that proxy
- Repeat

## Upgrading the proxies is tedious

#### The fix:



## New 'linkerd check' output

```
linkerd-data-plane
 data plane namespace exists
√ data plane proxies are ready
 data plane proxy metrics are present in Prometheus
!! data plane is up-to-date
    Some data plane pods are not running the current version:
        * linkerd-dive/dive-agent-64bdf79994-cn2xv (edge-20.7.3)
        * emojivoto/web-9475ff858-7hcxj (edge-20.7.3)
        * linkerd/linkerd-prometheus-684b785b74-dchdq (edge-20.7.3)
        * linkerd/linkerd-tap-7c76bdf6c9-ztk72 (edge-20.7.3)
        * emojivoto/vote-bot-76cdf94c9b-brlk7 (edge-20.7.3)
        * linkerd/linkerd-sp-validator-f5b77fdbb-mxmxl (edge-20.7.3)
        * linkerd/linkerd-grafana-84d6d4b9c4-gzg25 (edge-20.7.3)
        * linkerd/linkerd-identity-57f5cb6f5d-z6fqf (edge-20.7.3)
        * linkerd/linkerd-web-d9544f75c-j9h2x (edge-20.7.3)
        * linkerd/linkerd-proxy-injector-85ccdf566f-5zsgl (edge-20.7.3)
        * linkerd/linkerd-destination-fb4654479-htlpn (edge-20.7.3)
        * linkerd/linkerd-controller-7d45bbd564-c6fkw (edge-20.7.3)
        * emojivoto/voting-8c7445b4-tpfvp (edge-20.7.3)
    see https://linkerd.io/checks/#l5d-data-plane-version for hints
  data plane and cli versions match
```

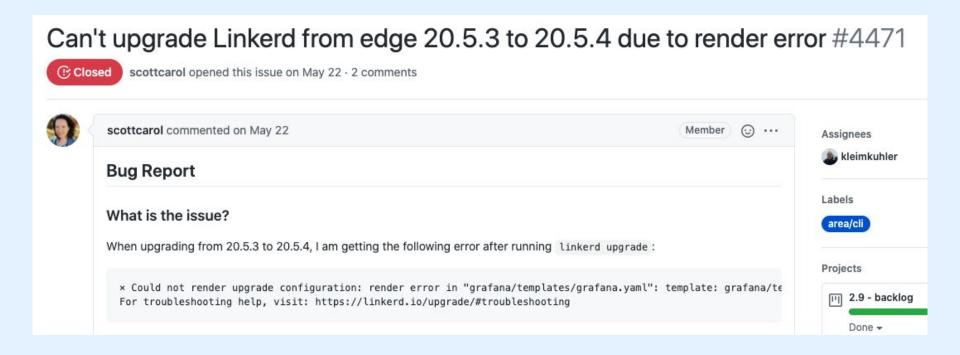
## New `linkerd version` output

```
07:44:21 mars@dev ~/w/bcloud (main) $ linkerd version --proxy Client version: edge-20.7.4 Server version: edge-20.7.3 Proxy versions:

edge-20.7.3 (14 pods)
edge-20.7.4 (9 pods)
```

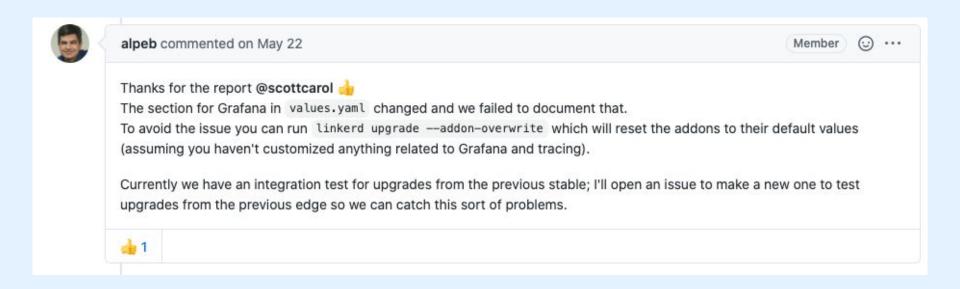
#### Can't upgrade linkerd due to a render error

The goal: Upgrade linkerd from edge 20.5.3 to 20.5.4 as part of our weekly routine



#### Can't upgrade linkerd due to a render error

#### The workaround:



#### Can't upgrade linkerd due to a render error

#### The fix:



#### The case of the hanging linkerd check

#### The problem:

- As part of our normal workflow, we run linkerd check after upgrading
- After one upgrade, linkerd check --proxy wasn't completing
- We noted the large number of evicted pods on our cluster
- Filed: `linkerd check --proxy` stalling on evicted pods #4690

#### The case of the hanging linkerd check

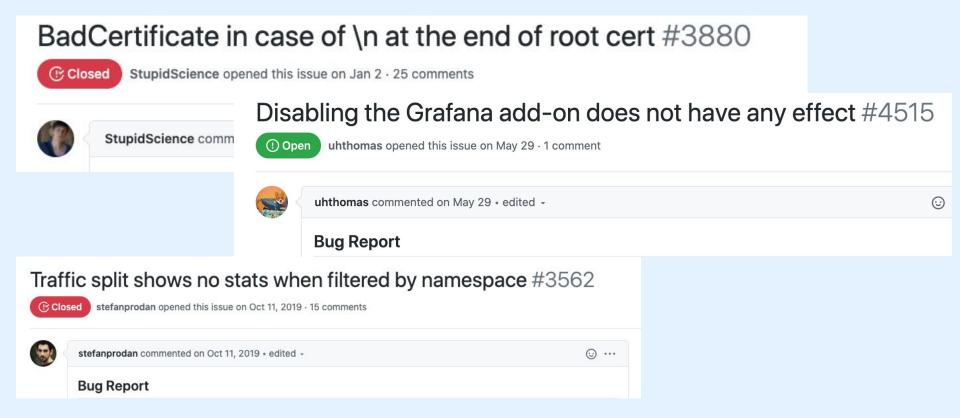
The fix:

#### Do not treat evicted pods as failed in healthchecks #4732



zaharidichev merged 2 commits into main from zd/do-not-treat-evicted-pods-as-failed 20 days ago

## We our edge users (and their bug reports!)

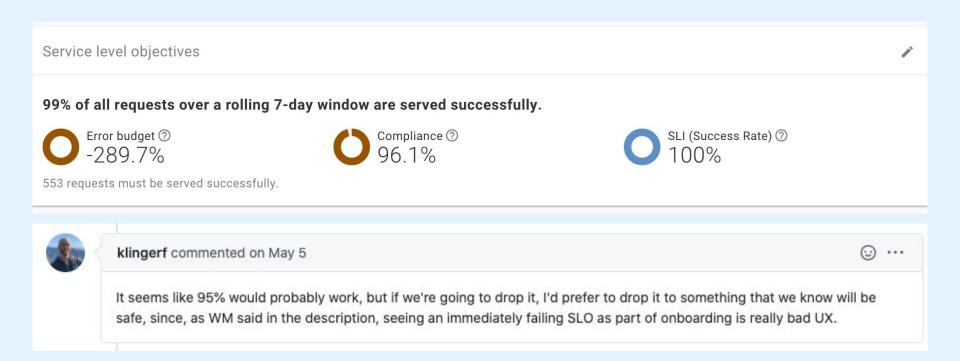




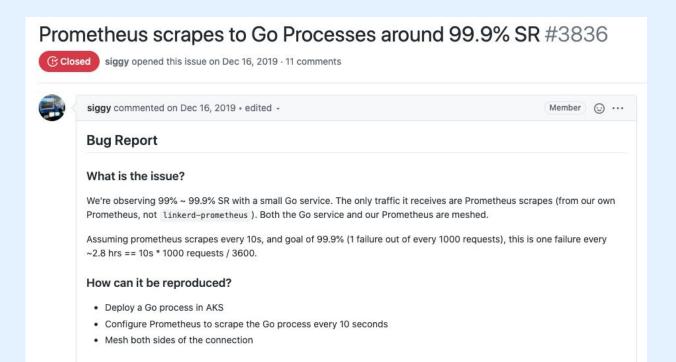
# Linkerd and Dive Help One Another



The problem: One of our Dive components was always out of SLO



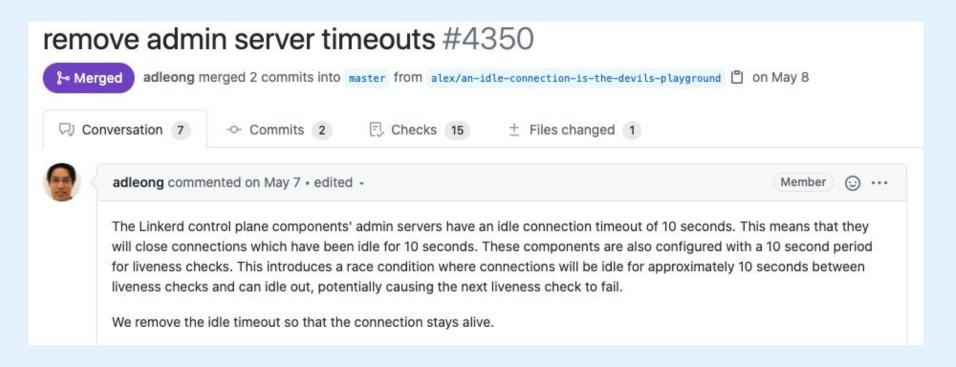
The investigation: one prometheus scrape fails every 2.8 hours



Helpful issue: improving Linkerd's debug tooling

#### Include io error message on http metrics #4364 (P) Closed adleong opened this issue on May 8 · 2 comments adleong commented on May 8 Member When an HTTP request fails due to an io error, the "error" label on the http response metric is "unclassified". This can make it very difficult to determine the cause of requests which fail due to io errors such as the remote closing the connection. We should propagate the io error message onto the HTTP metrics to make these errors easier to identify and debug. adleong mentioned this issue on May 8 Prometheus scrapes to Go Processes around 99.9% SR #3836

The fix: updating a timeout in Linkerd's admin server



Look at those beautiful green 100% charts!



Service level objectives

99% of all requests over a rolling 7-day window are served successfully.







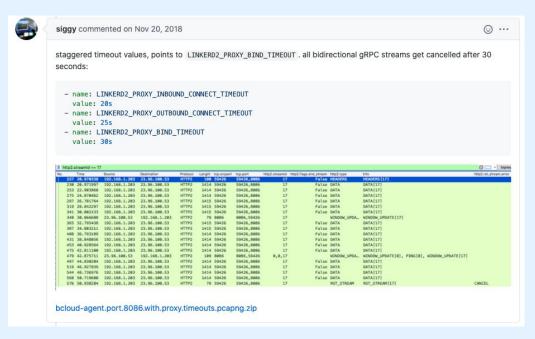
551,570 requests can be served unsuccessfully.

#### Sharing (clusters) is caring

- Linkerd team doesn't frequently get to do live debugging with a user
- Sharing our cluster helped the Linkerd team pinpoint an issue they'd been hearing about but couldn't replicate (https://github.com/linkerd/linkerd2-proxy/pull/397)
- Spinning up a staging cluster for the Linkerd team permanently helped Dive's cluster setup

### Sharing (clusters) is caring

The investigation: a Dive engineer running Wireshark while pairing with a proxy maintainer



## Conclusion





Running Dive on Linkerd helped development in both





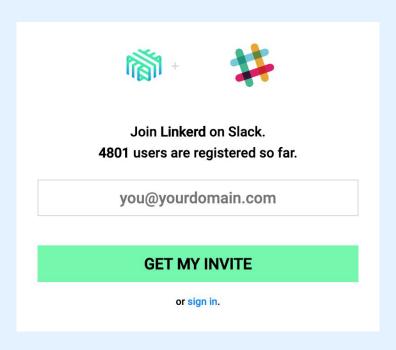
"Tasting the mesh" led to a whole new class of bug discoveries

Communication is key

All Linkerd users benefit!

#### Join us on Slack!

#### https://slack.linkerd.io







dive.co

@divedotco

divecommunity.slack.com

linkerd.io

@linkerd

slack.linkerd.io

github.com/linkerd

bit.ly/taste-the-mesh

#### References

https://linkerd.io/2/tasks/using-ingress/#nginx

https://github.com/linkerd/linkerd2/issues/1883

https://github.com/linkerd/linkerd2/issues/3836

https://github.com/linkerd/linkerd2/issues/4471

https://github.com/linkerd/linkerd2/pull/4557

https://github.com/linkerd/linkerd2/pull/4244

https://github.com/linkerd/linkerd2/issues/4690

https://github.com/linkerd/linkerd2/pull/4732