

Duplo Deployment on May 29th on production was giving errors

Incident Description:

Duplo Deployment on May 29th on production was giving errors

How was the incident detected?

Argo CD was giving error during Jenkins pipeline deployment

What were the symptoms?

The jenkins deployment job always fails

What was the customer or business impact?

Duplo was not usable. No major impact as this was happening during the deployment window which was earlier communicated to Users prior and informed not to use Duplo during this time.

How was the issue resolved?

Issue was resolved by the Devops team. - TBD

5-Whys & Root-Cause

Problem Statement:

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Why did the issue occur? Argo CD was giving error during Jenkins pipeline deployment

Why did we not face this issue before? Earlier deployment pipeline was using Helm charts deployed directly via the Helm CLI.

Why ArgoCD deployment failed? Because this process uses Kubernetes Jobs to run and ArgoCD cannot deploy and keep jobs in sync given their temporary nature.

Why ArgoCD changes were not tested earlier? ArgoCD is used to deploy over 300 components to EKS. This is the only one with issues and only had those issues because a DevOps Engineer was not engaged when designing this workflow.

Overall learnings and recommendations

Please work with someone from Platform Engineering to redesign this workflow.

Operational Excellence Learnings and recommendations