

Airing events are not updating schedules automatically in Duplo.

Incident Description:

Airing events are not updating schedules automatically in Duplo.

How was the incident detected?

Users were not able to see updated schedules in Duplo.

What were the symptoms?

Airing events are not updating schedules automatically in Duplo.

What was the customer or business impact?

Users were not able to see latest schedules in Duplo

How was the issue resolved?

Woms-Utility for pulling schedules was running continuously after we migrated from Helm chart to ArgoCD. This caused huge number of events to be pushed to Airings Queue and thereby loading the system internally in the Internal Inbounds Queue. This caused lot of events (34K) to be failed and pushed to Dead Letter Queue. We reverted the ArgoCD deployments back to Helm Chart and made the job run once.

5-Whys & Root-Cause

Problem Statement:

Airing events are not updating schedules automatically in Duplo.

Why did the issue occur?

Woms-Utility for pulling schedules was running continuously after we migrated from Helm chart to ArgoCD. This caused huge number of events to be pushed to Airings Queue and thereby loading the system internally in the Internal Inbounds Queue. This caused lot of events (34K) to be failed and pushed to Dead Letter Queue.

Why did we not face this issue before? .

Earlier the deployment was done using Helm Charts and later we moved to ArgoCD. ArgoCD configuration always runs the job and never deletes the Job.

Why ArgoCD always runs the JOB?

Because that's what ArgoCD does. It maintains state. Whoever designed this process should NOT have designed it this way and Jobs should never have been used. The only reason this ever worked is because of the stateless and unmanaged way that pure-Helm deploys work. Going forward we intend to utilize ArgoCD exclusively and this process will need to be reworked.

Why ArgoCD changes were not tested earlier?

ArgoCD was extensively tested in nonprod before being taken live to Prod. It supports our entire CD stack of over 1200 components across 6 environments. Again, this Helm chart was poorly written and should not have been implemented the way it was. It needs to be refactored and moved back to ArgoCD asap.

Overall learnings and recommendations

Fix your chart and, going forward, lean on the DevOps team for the design of these processes. This would've been avoided had someone included anyone from our team before implementing this solution.

Operational Excellence Learnings and recommendations

Going forward, include DevOps team for any utility specific work/jobs in Jenkins in the design and implementation recommendations.