[RED-172734] [RS][ACRE] High CPU usage from DMCProxy Process Not Associated with High Connections or Load

Created: 15/Oct/25 Updated: 23/Oct/25

Status:	To Do
Project:	Redislabs
Components:	None
Affects versions:	7.20.0_patch_4
Fix versions:	None

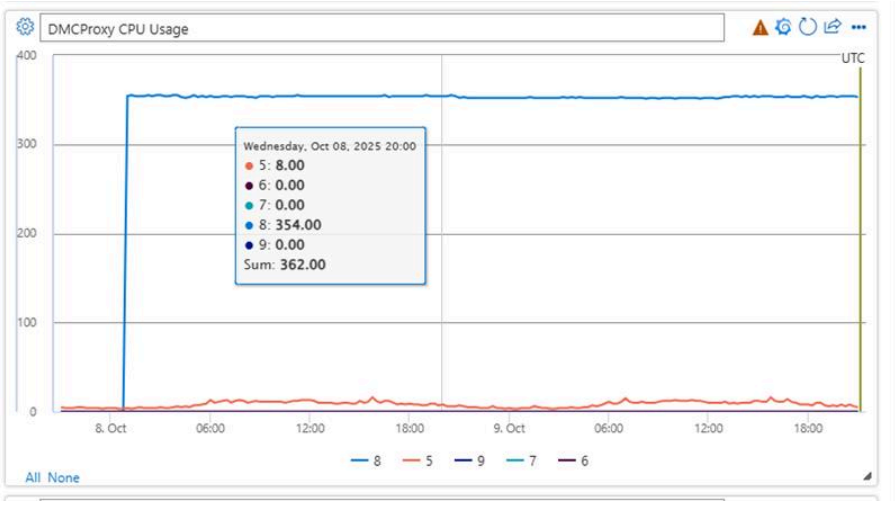
Type:	Bug	**Priority:**	Medium
Reporter:	Michael Thompson	**Assignee:**	Nir Haroosh
Resolution:	Unresolved	**Votes:**	0
Labels:	Azure-Integration, Azure-RCA-req, Support, awaiting-dmc-triage		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	image.png Load 2.png Load.png Screenshot 2025-10-15 at 5.21.59 PM.png Screenshot 2025-10-15 at 5.35.56 PM.png
Severity:	2 - Medium
Sprint:	DMC grooming backlog
Impact Score:	49
Component:	DMC
Product/s:	RS (Redis Software)
Environment/s:	Production
Seen by Customer/s:	Azure Engineering
RCA:	---------- 0. Incident short description: An Azure cache encountered high DMCProxy usage on a non-master node which had few connections beginning on October 8th with no associated high connections or load increase. 1. Bug Description: 2. Which components impacted by this bug? 3. What was fixed? 4. Reproduction steps? 5. Public Blocker Description: ----------
Reported Version/Build:	7.20.0-136
Zendesk ID/s:	146404,146983
Downtime:	No
Data loss:	No
Data unavailable:	No
Impact Score details:	

Jira	Last update	Impact & Severity Max 38	Customer ARR Max 15	SLA Breach Max 8	Frequency Max 16	Workaround Max 15	RCA Action Item Max 8	Support Multiplier (optional) 0-15%	Account Multiplier (optional) 0-15%	Impact Score (DO NOT EDIT)	Person
RED-172734	2025 Oct 15	22	15	0	0	12	0	0%	0%	49	Michael Thompson

Description

Beginning on October 8th around 01:05 UTC, the ACRE team began recording high CPU usage for the dmcproxy process on node:78 of one of their clusters:

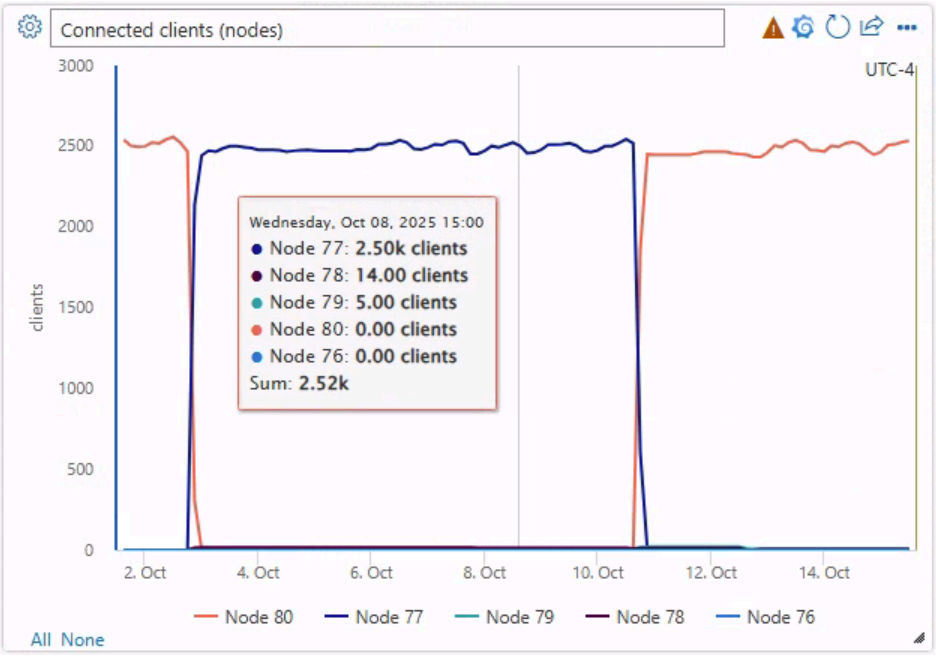


On review of the cluster logs, I was unable to locate any identifiable ongoing cause for high CPU usage. There is some indication of audit-related logging towards the beginning of that period:

```
35026) 2025-10-08 01:03:27.588 [3127419] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7e09ab884040 socket disconnected
35027) 2025-10-08 01:03:27.588 [3127419] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7e09ab884040 socket disconnected
```

However, no recurring logging was apparent. This high CPU usage does not appear to be affiliated with a change to the load on the database:

Additionally, a very limited number of clients were connected to the node during this period, as the majority were being directed to node:77:



This elevated CPU usage persisted until a freeze event on October 10th, after which the CPU usage returned to nominal range.

Additional logs are being requested (both from post-event and from the other CRDB participant in case it's needed); however, cluster logs from during this event have been uploaded to the following location: `s3://gt-logs/exa-to-gt/ZD-146404-RED-172734/debuginfo.739F17021556862E.tar.gz`

This case is being opened to determine why the DMC encountered high CPU usage on node:78.

Comments

Comment by Michael Thompson [16/Oct/25]

Post event logs have been uploaded to this link: `s3://gt-logs/exa-to-gt/ZD-146404-RED-172734/debuginfo.334B2EDF16C408ED.tar.gz`

Logs from the other CRDB participant are here if needed: `s3://gt-logs/exa-to-gt/ZD-146404-RED-172734/debuginfo.46C8E5C2310D3FE3.tar.gz`

Comment by Vladislav Morozov [19/Oct/25]

Nir Haroosh ,

Overloaded. Moving this one to you. Could be somehow related to https://redislabs.atlassian.net/browse/RED-172012
Please note, it is Azure.

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