

[RED-172012] Azure: DMCproxy stuck at High CPU utilisation Created: 10/Oct/25 Updated: 24/Oct/25

Status:	In Progress
Project:	Redislabs
Components:	None
Affects versions:	Master
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	Abhay Pandey	Assignee:	Shmouel Benibgui
Resolution:	Unresolved	Votes:	0
Labels:	ACRE, Azure-Integration, Support, awaiting-dmc-triage		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments: Screenshot 2025-10-10 at 2.46.33 PM-20251010-091638.png Screenshot 2025-10-22 at 1.44.42 PM-20251022-204448.png image-20251023-205310.png image-20251023-205340.png

Severity:	1 - High
Sprint:	Sprint 193 - DMC
Impact Score:	88
Component:	DMC
Product/s:	RS (Redis Software)
Environment/s:	Production
Affected Organizations:	Azure
Seen by Customer/s:	Azure Engineering

RCA:	-----
	0. Incident short description:
	1. Bug Description:
	2. Which components impacted by this bug?
	3. What was fixed?
	4. Reproduction steps?
	5. Public Blocker Description:
	-----

Reported Version/Build:	7.20.0-136125620390
Zendesk ID/s:	146173,146983

Impact Score details:

Old:

1	Jira	Last update	Impact & Severity Max 38	Customer ARR Max 15	SLA Breach Max 8	Frequency Max 16	Workaround Max 15	RCA Action Max 8
2	RED-172012	2025 Oct 10	30 ▾	15 ▾	0 ▾	0 ▾	10 ▾	

New (with new ZD/Jira tickets accounted for):

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 Multip (optional) 0-15
RED-172012	2025-10-22	30 ▾	15 ▾	0 ▾	16 ▾	12 ▾	0 ▾	1

Description

Cache name: rediscluster-ktcsproda11

Region: eastus2

DMC was Stuck in High CPU utilisation starting around 21:22 on 1 Oct.

I can see an update bdb SM at this time, but there are no event logs.

```

2025-10-01 21:22:16,491 INFO sm_event_logger StateMachineHandler1: === [bdb:1] STATEMACHINE [SMUpdateBDB] STARTED ===
2025-10-01 21:22:16,492 INFO sm_event_logger StateMachineHandler1: === [bdb:1] Action uid: e7cad1e6-1b31-4d2f-9e64-afb20d0f294c ===
2025-10-01 21:22:16,494 INFO sm_event_logger StateMachineHandler1: === [bdb:1] Parameters: updates=params=pause_persistence=False
...
2025-10-01 21:23:03,977 INFO sm_event_logger StateMachineHandler1: === [bdb:1] STATEMACHINE [SMUpdateBDB] ENDED SUCCESSFULLY ===
2025-10-01 21:23:03,980 INFO sm_event_logger StateMachineHandler1: SMUpdateBDB: bdb:1[config_redis_acl]: state done.

```

There are also some API calls which indicate that there were some changes related to connection auditing.

```

[2025-10-01T21:22:16.416Z] "PUT /v1/bdbs/1 HTTP/1.1" 200 - 517 17724 2082 2082 "10.200.0.123" "-" "fac2f2ea-774f-4f28-a00d-a4f928969c45"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:18.502Z] "POST /v1/bdbs/1/command HTTP/1.1" 200 - 63 18 9 9 "10.200.0.123" "-" "df69c297-0555-47ca-81ee-ed1cb1c19d8c"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:18.512Z] "GET /v1/actions/e7cad1e6-1b31-4d2f-9e64-afb20d0f294c HTTP/1.1" 200 - 0 141 7 7 "10.200.0.123" "-" "2d881939-a325-44ee-8b4f-5685f2296696" "127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:18.520Z] "GET /v1/bdbs HTTP/1.1" 200 - 0 17622 8 8 "10.200.0.123" "-" "45a994a8-046a-4518-add8-ba296c870bd0" "127.0.0.1:9443"
"127.0.0.1:9080"
[2025-10-01T21:22:18.531Z] "DELETE /v1/cluster/auditing/db_conns HTTP/1.1" 200 - 0 0 16 16 "10.200.0.123" "-" "14fc8bd9-4a1a-4251-be75-72583f5c00d1"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:43.756Z] "GET /v1/cluster/auditing/db_conns HTTP/1.1" 200 - 0 103 8 8 "10.200.0.123" "-" "7c774330-49de-47a7-9a56-6135e93957b6"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:43.769Z] "PUT /v1/cluster/auditing/db_conns HTTP/1.1" 200 - 133 134 13 13 "10.200.0.123" "-" "5bfb4a16-3ac0-409e-8cd5-b871c5e730e7"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-01T21:22:43.783Z] "GET /v1/cluster/auditing/db_conns HTTP/1.1" 200 - 0 134 8 8 "10.200.0.123" "-" "535aa3a7-c041-425f-a985-5c0ff6b61b39"
"127.0.0.1:9443" "127.0.0.1:9080"
[2025-10-02T18:59:04.922Z] "DELETE /v1/cluster/auditing/db_conns HTTP/1.1" 200 - 0 0 22 21 "10.200.0.123" "-" "6a4778c2-99f9-42fa-a9e8-e0f60322f2b8"
"127.0.0.1:9443" "127.0.0.1:9080"

```

- Before DMC restarts I can see auditing related error `audit 0x7fd6c9487040 socket disconnected` and error: `00000005: lib: The audit errors vanish after restart and DMC utilisation came down as well`

```

91277) 2025-10-03 04:26:17.243 [1374348] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6c9487040 socket disconnected
91278) 2025-10-03 04:26:17.243 [1374347] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d2021140 socket disconnected
...
91292) 2025-10-03 04:26:28.252 [3942] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d40291c0 socket disconnected
91293) 2025-10-03 04:26:28.304 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b5f9e040 socket disconnected
91294) 2025-10-03 04:26:29.688 [3940] WRN dmc.conn (disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:406182, bdb:1, port=10000 locality=global, client_name=, address=0x7fd6b4ada2c0, 4.152.100.121:5250->10.0.0.7:10000] at {0x7fd6b6207570}:
error:00000005:lib(0):func(0):DH lib.app_conn=0x7fd6b4ada2c0, no hold-read, buffer event=0x7fd6b4a55080, conn_type: 1 ( ...this message was skipped
18 times in the past 10 seconds.)
91295) 2025-10-03 04:26:37.404 [2235] WRN ifr.gnrl (signal_handler_specific@dmcproxy.cpp:216) - Intercepted SIGTERM, shutting down dmcproxy.
91296) 2025-10-03 04:26:38.376 [3888] INF dmc.mgmt (remove_pre_run_syncer_or_schedule_termination@dmc_syncers_mgmt.c:323) - Syncer state: SYNCER_RUN
termination_state: SYNCER_TO_BE_SHUTDOWN
91297) 2025-10-03 04:26:38.376 [3888] INF dmc.mgmt (remove_pre_run_syncer_or_schedule_termination@dmc_syncers_mgmt.c:335) - Setting state
91298) 2025-10-03 04:26:38.376 [3888] INF dmc.mgmt (check_single_syncer@dmc_syncers_mgmt.c:829) - sInfo bdb:1 type=crdt pid=1374486 changed state
SYNCER_RUN->SYNCER_TO_BE_SHUTDOWN or status SYNCER_IS_RUNNING->SYNCER_IS_RUNNING
91299) 2025-10-03 04:26:38.376 [3888] INF ifr.gnrl (send_signal_to_syncer@dmc_syncers_mgmt.c:642) - Sending Terminated to child syncer (crdt) process
1374486 of bdb:1
91300) 2025-10-03 04:26:39.244 [1374348] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6c9487040 socket disconnected
1) 2025-10-03 04:26:40.000 [1494983] INF ifr.stats (listen@prometheus.cpp:346) - Exposing a stats endpoint on
/var/opt/redislabs/run/dmcproxy_metrics_prometheus.sock
2) 2025-10-03 04:26:40.000 [1494981] INF dmc.app (App@dmcproxy.cpp:965) -
=====
3) 2025-10-03 04:26:40.000 [1494981] INF dmc.app (App@dmcproxy.cpp:966) - dmcproxy log mode=2 file=/var/opt/redislabs/log/dmcproxy_log_work-dir/

```

These error started around:

```

56927) 2025-10-01 21:22:19.727 [3937] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b759e040 socket disconnected
56928) 2025-10-01 21:22:19.727 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b5f9e040 socket disconnected

```

It seems to happen after disabling the auditing.

We can also see [High CPU util on the node](#), coinciding with high CPU usage by DMC.

It's unclear what caused this, [their usage seems fairly consistent](#).

The fact that a simple restart fixed the issue points to ward likelihood of this being a bug, hence creating the Jira.

Logs: `s3://gt-logs/extra-to-gt/ZD-146173-RED-172012/debuginfo.DEF8BCDC19752D08.tar.gz`

## Comments

Comment by [Vladislav Morozov](#) [ 19/Oct/25 ]

[Nir Haroosh](#) ,

Overloaded. Moving this one to you.

Could be related to <https://redislabs.atlassian.net/browse/RED-172734>

Please note, this is Azure.

Comment by [Marko Trapani](#) [ 22/Oct/25 ]

Hi [Nir Haroosh](#) ! **Azure** experienced another issue similar to this ([ZD-146983](#)).

This is at least the third occurrence of unexplained high dmcproxy CPU on ACRE clusters, all coinciding with audit-logging related messages in the dmc. Two geo-replicator

Clusters:

- csgb-fsp-linx01-redis02.uksouth - Oct 7 @ 22:35 UTC (node:34/vm3)
- csie-fnp-linx01-redis03.northeurope - Oct 8 @ 01:07 UTC (node:27/vm0)

Details:

- Version: 7.20.0-136125620390
- dmcproxy CPU: ~114% sustained on a node with master shards
- Same log pattern: "audit message can't be sent and must be dropped"
- Self-resolved after freeze event and failover (North Europe) and without intervention (UK South)

Support Packages:

- UK South: s3://gt-logs/exa-to-gt/ZD-146983-RED-172012/debuginfo.FDC41EF7F3967172\_csgb-fsp-linx01-redis02.uksouth.tar.gz
- North Europe: s3://gt-logs/exa-to-gt/ZD-146983-RED-172012/debuginfo.B703F04B112853E9\_csie-fnp-linx01-redis03.northeurope.tar.gz

Comment by [Nathan Mann](#) [ 23/Oct/25 ]

For the original issue at least, Azure Engineering have confirmed that the onset of symptoms appear to be preceded by a provisioning operation to update the database, an (fluentd) was restarted at that time:

10-01-2025 21:22:17:219	5	daemon	6	10-01-2025 21:22:17:219	vm5	[2025/10/01 21:22:17] [engine] caught signal (SIGCONT)	8691
10-01-2025 21:22:17:219	5	daemon	6	10-01-2025 21:22:17:219	vm5	[2025/10/01 21:22:17] Fluent Bit Dump	8691
10-01-2025 21:22:17:220	5	daemon	6	10-01-2025 21:22:17:220	vm5	===== Input =====	8691
10-01-2025 21:22:17:220	5	daemon	6	10-01-2025 21:22:17:220	vm5	connection_audit_listener (tcp)	8691
10-01-2025 21:22:17:220	5	daemon	6	10-01-2025 21:22:17:220	vm5		8691
10-01-2025 21:22:17:220	5	daemon	6	10-01-2025 21:22:17:220	vm5	status	8691
10-01-2025 21:22:17:221	5	daemon	6	10-01-2025 21:22:17:221	vm5	overlimit : no	8691
10-01-2025 21:22:17:221	5	daemon	6	10-01-2025 21:22:17:221	vm5	mem size : 0b (0 bytes)	8691
10-01-2025 21:22:17:221	5	daemon	6	10-01-2025 21:22:17:221	vm5	mem limit : 0b (0 bytes)	8691
10-01-2025 21:22:17:222	5	daemon	6	10-01-2025 21:22:17:222	vm5		8691
10-01-2025 21:22:17:222	5	daemon	6	10-01-2025 21:22:17:222	vm5	tasks	8691
10-01-2025 21:22:17:222	5	daemon	6	10-01-2025 21:22:17:222	vm5	total tasks : 0	8691

PreciseTimeStamp	RoleInstance	log
10-01-2025 21:22:19:007	4	56920) 2025-10-01 21:22:17.783 [3888] INF ifr.gnrl (dmc_dynamic_settings_from_ccs@mgmt.cpp:282) - updated libevent clear_error value is enabled ( ...this message
10-01-2025 21:22:19:007	4	56921) 2025-10-01 21:22:17.783 [3888] INF ifr.gnrl (handle_dmc_settings_change@mgmt.cpp:884) - Applying dmc:24 new settings
10-01-2025 21:22:19:007	4	56922) 2025-10-01 21:22:17.783 [3888] INF ifr.gnrl (dmcproxy_set_corefile_limit@dmcproxy.cpp:124) - core dump disabled successfully
10-01-2025 21:22:19:007	4	56923) 2025-10-01 21:22:17.787 [3888] INF ifr.gnrl (ccs_change_notify@ccs_context.c:656) - CCS was notified on dmc:24
10-01-2025 21:22:19:007	4	56924) 2025-10-01 21:22:17.791 [3888] INF ifr.gnrl (dmc_mgmt_handle_change_notify@mgmt.cpp:4630) - Processing configuration change for dmc:22
10-01-2025 21:22:19:007	4	56925) 2025-10-01 21:22:17.791 [3888] INF ifr.gnrl (dmc_mgmt_handle_change_notify@mgmt.cpp:4635) - Encountered DMC identifier mismatch in management thread: Thi
10-01-2025 21:22:21:004	4	56926) 2025-10-01 21:22:19.327 [3942] WRN dmc.conn (disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [conn: cconn:328326, b
10-01-2025 21:22:21:004	4	56927) 2025-10-01 21:22:19.727 [3937] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b759e040 socket disconnected
10-01-2025 21:22:21:004	4	56928) 2025-10-01 21:22:19.727 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b5f9e040 socket disconnected
10-01-2025 21:22:21:004	4	56929) 2025-10-01 21:22:19.727 [3942] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d40291c0 socket disconnected
10-01-2025 21:22:21:004	4	56930) 2025-10-01 21:22:19.727 [1374347] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d2021140 socket disconnected
10-01-2025 21:22:21:004	4	56931) 2025-10-01 21:22:19.727 [3937] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b759e040 socket disconnected
10-01-2025 21:22:21:004	4	56932) 2025-10-01 21:22:19.727 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b5f9e040 socket disconnected
10-01-2025 21:22:21:004	4	56933) 2025-10-01 21:22:19.727 [1374347] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d2021140 socket disconnected
10-01-2025 21:22:21:004	4	56934) 2025-10-01 21:22:19.727 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6b5f9e040 socket disconnected
10-01-2025 21:22:21:004	4	56935) 2025-10-01 21:22:19.727 [1374346] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d2f47040 socket disconnected
10-01-2025 21:22:21:004	4	56936) 2025-10-01 21:22:19.727 [1374346] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6d2f47040 socket disconnected
10-01-2025 21:22:21:004	4	56937) 2025-10-01 21:22:19.731 [1374350] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7fd6c00220c0 socket disconnected

Is it possible that something in the DMC will consume CPU cycles until restart if we lose connection to the configured auditing destination port/socket unexpectedly?

Comment by [Nathan Mann](#) [ 23/Oct/25 ]

Same situation for the most recent event:

PreciseTimeStamp	RoleInstance	log
10-07-2025 22:39:12:006	5	74) 2025-10-07 22:39:10.873 [3968] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579e19
10-07-2025 22:39:12:006	5	75) 2025-10-07 22:39:10.873 [3969] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579cf9
10-07-2025 22:39:12:006	5	76) 2025-10-07 22:39:10.873 [3969] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579cf9
10-07-2025 22:39:12:006	5	77) 2025-10-07 22:39:10.873 [3968] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579e19
10-07-2025 22:39:12:006	5	78) 2025-10-07 22:39:10.873 [3972] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d57baa2
10-07-2025 22:39:12:006	5	79) 2025-10-07 22:39:10.873 [3972] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d57baa2
10-07-2025 22:39:12:007	4	108702) 2025-10-07 22:39:11.649 [3819] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:12:007	4	108703) 2025-10-07 22:39:11.649 [3821] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:12:007	4	108704) 2025-10-07 22:39:11.649 [3823] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:12:007	4	108705) 2025-10-07 22:39:11.649 [3819] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:12:007	4	108706) 2025-10-07 22:39:11.649 [3821] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:12:007	4	108707) 2025-10-07 22:39:11.649 [3823] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3b
10-07-2025 22:39:18:010	3	139853) 2025-10-07 22:39:16.926 [21849] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d
10-07-2025 22:39:18:010	3	139854) 2025-10-07 22:39:16.926 [21852] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d
10-07-2025 22:39:18:010	3	139855) 2025-10-07 22:39:16.926 [72052] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d
10-07-2025 22:39:18:010	3	139856) 2025-10-07 22:39:16.926 [72054] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d
10-07-2025 22:39:18:010	3	139857) 2025-10-07 22:39:16.926 [72057] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d
10-07-2025 22:39:18:010	3	139858) 2025-10-07 22:39:16.926 [21849] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x77d

PreciseTimeStamp	RoleInstance	EventTime	SendingHost	Msg	ProcessId	AssetId
10-07-2025 22:39:10:322	4	10-07-2025 22:39:10:322	vm4	[2025/10/07 22:39:10] [engine] caught signal ([2025/10/07 22:39:10] Fluent Bit Dump	2041	8cdeb92
10-07-2025 22:39:10:353	4	10-07-2025 22:39:10:353	vm4	Stopping Fluent Bit...	1	8cdeb92
10-07-2025 22:39:10:977	4	10-07-2025 22:39:10:977	vm4	[2025/10/07 22:39:10] [engine] caught signal ([2025/10/07 22:39:10] Fluent Bit Dump	2041	8cdeb92
10-07-2025 22:39:10:979	4	10-07-2025 22:39:10:979	vm4	Stopping Fluent Bit...	1	8cdeb92
10-07-2025 22:39:11:055	5	10-07-2025 22:39:11:055	vm5	[2025/10/07 22:39:11] Fluent Bit Dump	2055	a7e4041
10-07-2025 22:39:11:058	5	10-07-2025 22:39:11:058	vm5	Stopping Fluent Bit...	1	a7e4041
10-07-2025 22:39:11:087	4	10-07-2025 22:39:11:087	vm4	fluent-bit.service: Deactivated successfully.	1	8cdeb92
10-07-2025 22:39:11:088	4	10-07-2025 22:39:11:088	vm4	Stopped Fluent Bit.	1	8cdeb92
10-07-2025 22:39:11:088	4	10-07-2025 22:39:11:088	vm4	Started Fluent Bit.	1	8cdeb92
10-07-2025 22:39:11:094	4	10-07-2025 22:39:11:094	vm4	Fluent Bit v3.0.6	1143845	8cdeb92
10-07-2025 22:39:11:094	4	10-07-2025 22:39:11:094	vm4	* Copyright (C) 2015-2024 The Fluent Bit Authors	1143845	8cdeb92
10-07-2025 22:39:11:095	4	10-07-2025 22:39:11:095	vm4	* Fluent Bit is a CNCF sub-project under the umbrella of Fluentd	1143845	8cdeb92
10-07-2025 22:39:11:095	4	10-07-2025 22:39:11:095	vm4	* https://fluentbit.io	1143845	8cdeb92
10-07-2025 22:39:11:097	4	10-07-2025 22:39:11:097	vm4	[2025/10/07 22:39:11] [ info] [fluent bit] version=3.0.6, commit=, pid=1143845	1143845	8cdeb92
10-07-2025 22:39:11:279	5	10-07-2025 22:39:11:279	vm5	[2025/10/07 22:39:11] Fluent Bit Dump	2055	a7e4041
10-07-2025 22:39:11:310	5	10-07-2025 22:39:11:310	vm5	Stopping Fluent Bit...	1	a7e4041
10-07-2025 22:39:11:751	5	10-07-2025 22:39:11:751	vm5	fluent-bit.service: Deactivated successfully.	1	a7e4041
10-07-2025 22:39:11:751	5	10-07-2025 22:39:11:751	vm5	Stopped Fluent Bit.	1	a7e4041

Comment by [Nathan Mann](#) [24/Oct/25]

Raised priority to High per Azure request, due to multiple occurrences and concern for more.

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