#146404 One instance of Redis cache enterprise prod110-europe-hdc-europe-cp102-titan2 is showing 100% CPU max usage

Submitted	Received via	Requester
October 9, 2025 at 14:53	Web Form	Somya Gupta <v-guptasomya@microsoft.com>

CCs

Ilya Berent <ilya@redis.com>, Nathan Mann <nathan.mann@redis.com>

Status	Type	Priority	Group	Assignee
On-hold	-	Normal	Support - L3	Michael Thompson

Product Line	Severity	Ticket Status	Jira Ticket IDs	This is a production environment
Partner::Azure(ACRE)	Normal	Troubleshooting	RED-172734	Yes

Last known assignee	Issue Date	Product	Issue Type - Cloud	Focus Score
392601123959	October 8, 2025	Redis Cloud	Technical Issue	1

Ticket Location

US & Canada

Ticket Clusters

prod110-europe-hdc-europe-cp102-titan2-dr.westeurope prod110-europe-hdc-europe-cp102-titan2.northeurope

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Somya Gupta October 9, 2025 at 14:53

We have a sev3 CRI [Incident 696068686](#) : 2510080040011683 :prod110-europe-hdc-europe-cp102-titan2 [NorthEurope] [One instance of Redis cache enterprise prod110-europe-hdc-europe-cp102-titan2 is showing 100% CPU max usage since Oct 7th

Customer issue:-

One instance of Redis cache enterprise "prod110-europe-hdc-europe-cp102-titan2" is showing 100% CPU max usage since Oct 7th.

Business Impact:

The issue affects one instance of Redis cache. No connection losses or other impacts reported yet

Our Investigation:-

Cache Details:- [Redis Cache Links](#)

Name:- prod110-europe-hdc-europe-cp102-titan2
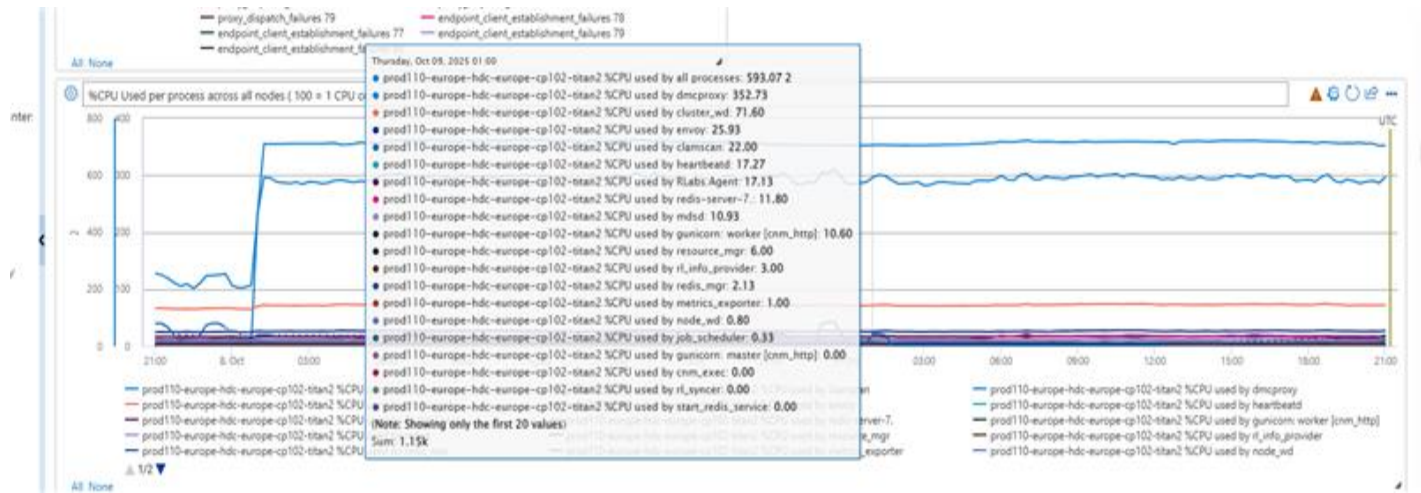
Sku: Enterprise_E10

VMSKU:Standard_E4as_v4

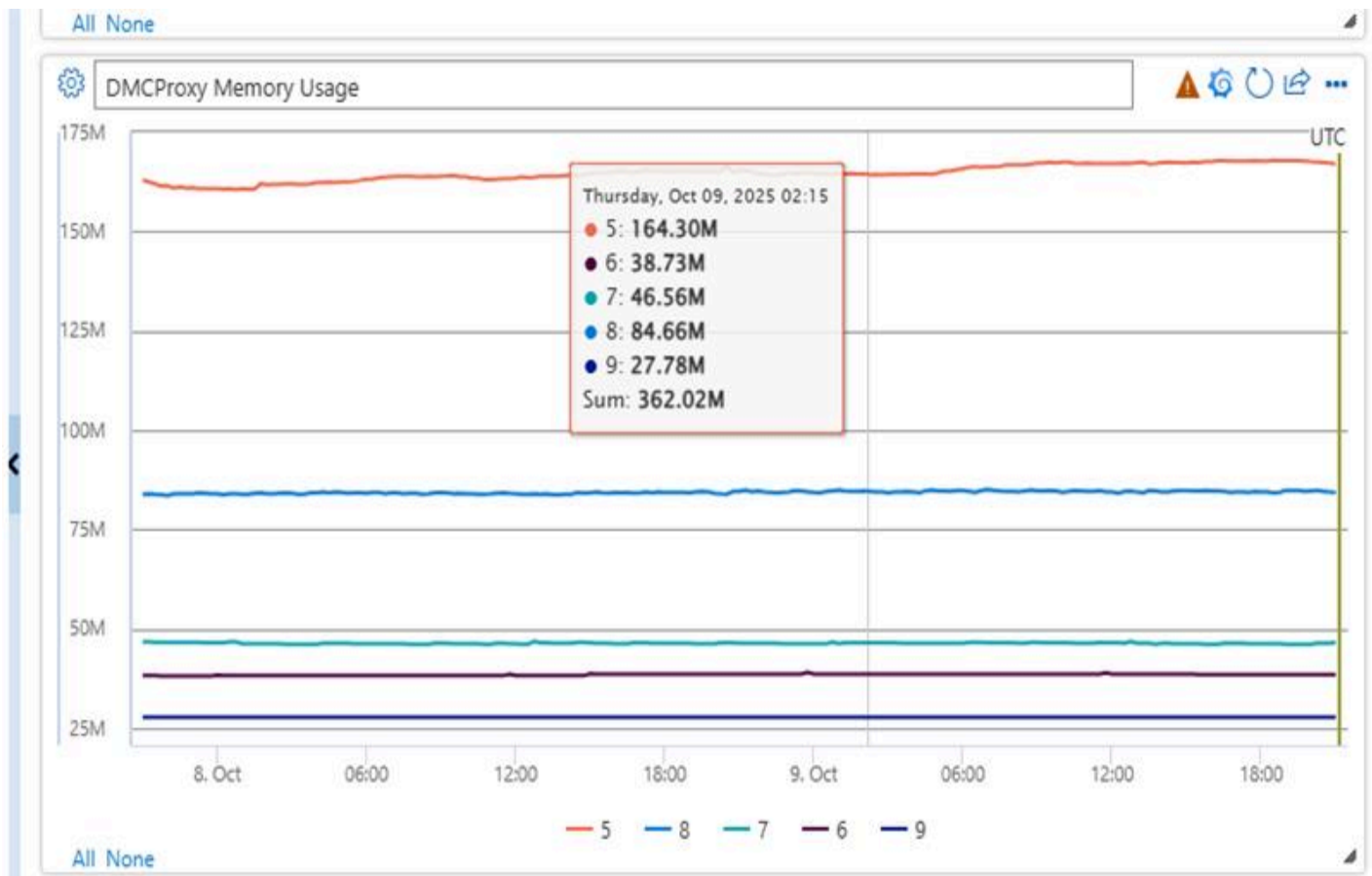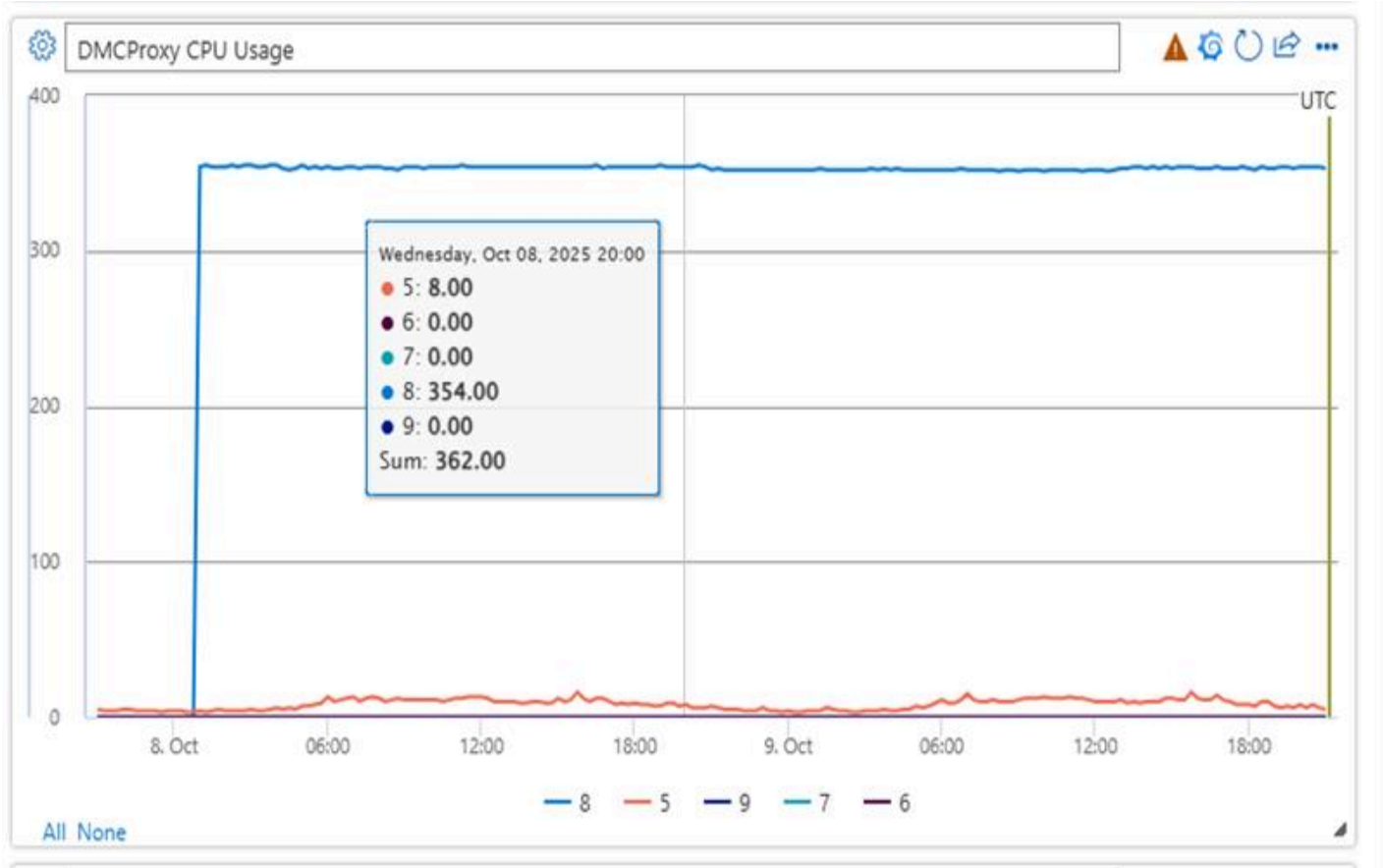From dashboard, we could see that server load reached to 100% on oct 8th around 01:05 UTC

Dashboard:- [https://jarvis-west.dc.ad.msft.net/dashboard/share/52CA372D?overrides=[{"query":"//*](#)
[id='Name']","k…](#)

at the same there is an increase in CPU usage

and dmcproxy also spiked

DMCProxy CPU Usage

Wednesday, Oct 08, 2025 20:00
- 5: **8.00**
- 6: **0.00**
- 7: **0.00**
- 8: **354.00**
- 9: **0.00**
Sum: **362.00**

DMCProxy Memory Usage

Thursday, Oct 09, 2025 02:15
- 5: **164.30M**
- 6: **38.73M**
- 7: **46.56M**
- 8: **84.66M**
- 9: **27.78M**
Sum: **362.02M**

but we didn't notice high customer usage
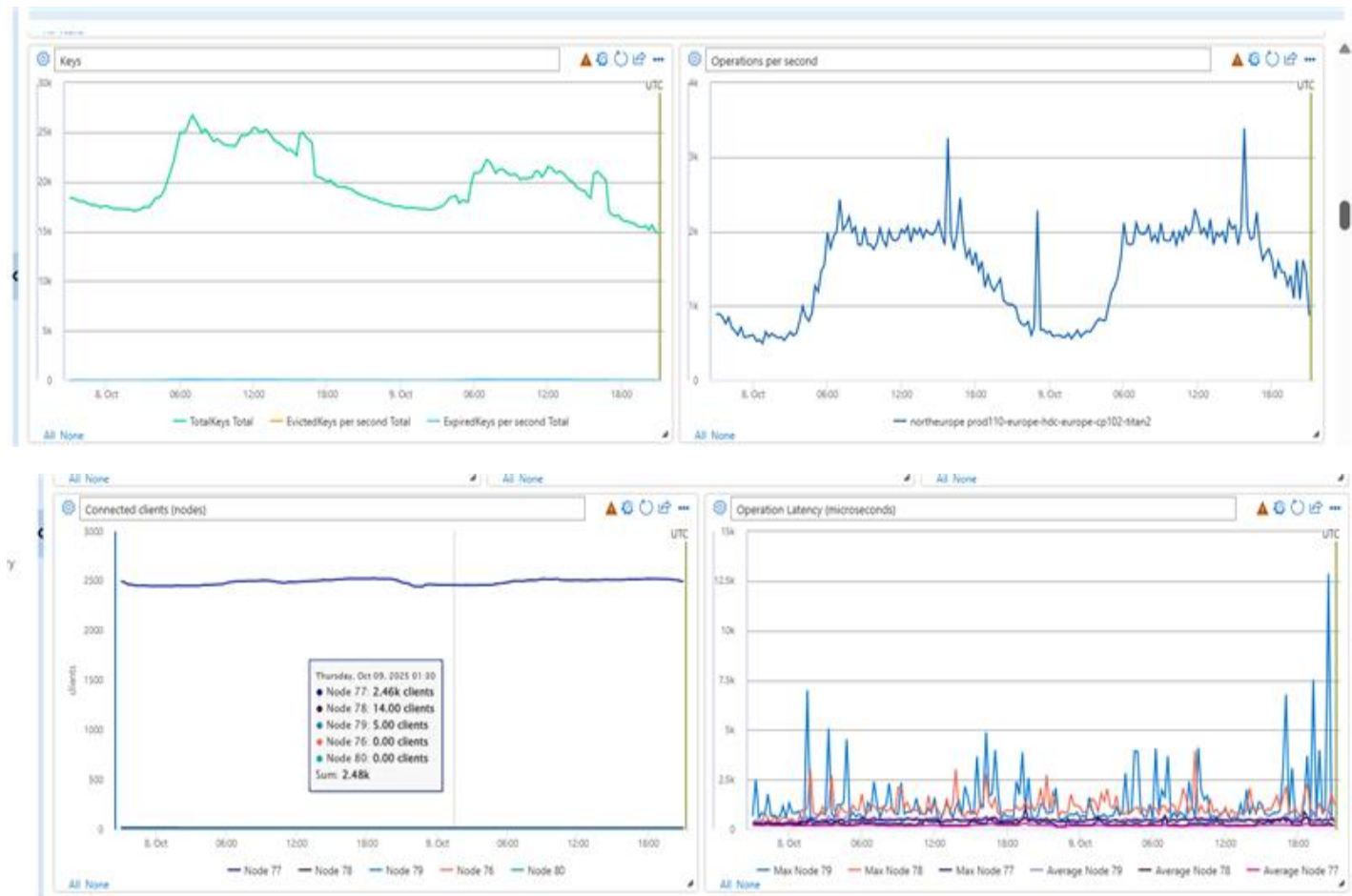
and from tenant logs, we could see that DMCprosy running high

tenant logs:- https://jarvis-west.dc.ad.msft.net/D17775B5

Ask:- Can someone please help us in mitigating the high CPU usage and finding out the root cause

Debug package:- https://reproddebugpackages.blob.core.windows.net/packages/northeurope/prod110-europe-hdc-europe-cp102-titan2/debuginfo.739F17021556862E.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-09T21%3A47%3A57Z&ske=2025-10-16T20%3A47%3A57Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-09T21%3A47%3A57Z&se=2025-10-16T20%3A47%3A57Z&sr=b&sp=r&sig=wzSpOIaE7Doh6PuMQOUOeYc2i8ULFF9oEDTUD2sM7Lo%3D

Itamar Haber October 9, 2025 at 14:53   Internal note

2165942

Redis Support Bot Agent October 9, 2025 at 14:53   Internal note

SLA Package: Legacy

TAM: -

Product: Redis Cloud

Issue Type: Technical Issue

Organization Notes:

Redis Support Bot Agent October 9, 2025 at 14:53

Hello,

This is an automated response.
One of our Support Engineers will get back to you soon.

Note that, based on our policies, we will never ask for your passwords or credentials.

Regards,
Redis Support Automated Services

Redis

University ↗   Blog ↗

Mrinalini Ganesh October 9, 2025 at 14:56

Hi Somya,

Thank you for reaching out to Redis support.

We confirm that we have received your request regarding `100% CPU max usage` . We will start looking into it and get back to you soon.

Best Regards,
Mrinalini Ganesh
Technical Support Engineer
The Redis Team

[Blog](#) | [X](#) | [LinkedIn](#)

Redis

Bogdan Lyashenko October 9, 2025 at 14:56   Internal note

- link contains a prefix but is valid after removing it. I've seen this issue once before

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Mrinalini Ganesh October 9, 2025 at 14:57   Internal note

@L3_to_review, Moving to L3 GQ as it is ACRE. One instance of Redis cache enterprise "prod110-europe-hdc-europe-cp102-titan2" is showing 100% CPU max usage since Oct 7th.

Bogdan Lyashenko October 9, 2025 at 14:57   Internal note

@exazen

Redis Support Bot Agent October 9, 2025 at 14:57   Internal note

https://files.cs.redislabs.com/f/dc37ef8b85c9abff

Collin Funk October 9, 2025 at 14:57

@l3_review_done

Redis Support Bot Agent October 9, 2025 at 14:58

File uploaded to SFTP server by internal user bogdan.lyashenko. Click here to download it. The file name is
RLEC_Customers/146404/debuginfo.739F17021556862E.tar.gz

Collin Funk October 9, 2025 at 14:59

```
$ grep -cF "[b'KEYS'," database_1/database_1.slowlog
128
```

Mrinalini Ganesh October 9, 2025 at 14:59

RedisScope:

Collin Funk October 9, 2025 at 15:05

```
$ grep -E '^\*?node:' node_76/node_76.rladmin
*node:76 slave  10.0.0.13 ace:cab:deca::c  vm9     0      0      0KB                0/0     4
26.84GB/31.34GB 0KB/0KB          17.17GB/28.9GB 0KB/0KB          7.20.0-136125620390 dceea6
zone-2  -           OK
node:77  master 10.0.0.12 ace:cab:deca::b  vm5     6      0      -443.59MB          6/100   4
18.53GB/31.34GB 0KB/25.7GB       17.1GB/28.9GB  0KB/23.12GB      7.20.0-136125620390 dceea6
zone-1  -           OK
node:78  slave  10.0.0.11 ace:cab:deca::a  vm8     0      0      20.83GB            0/100   4
26.47GB/31.34GB 20.83GB/25.7GB  17.11GB/28.9GB 11.33GB/23.12GB 7.20.0-136125620390 dceea6
zone-1  -           OK
node:79  slave  10.0.0.9  ace:cab:deca::d  vm7     0      0      22.47GB            0/100   4
28.11GB/31.34GB 22.38GB/25.7GB  17.11GB/28.9GB 11.32GB/23.12GB 7.20.0-136125620390 dceea6
zone-3  -           OK
node:80  slave  10.0.0.10 ace:cab:deca::9  vm6     0      6      1.52GB             6/100   4
20.51GB/31.34GB 1.52GB/25.7GB   17.11GB/28.9GB 0KB/23.12GB      7.20.0-136125620390 dceea6
zone-2  -           OK
```

Their screenshot shows that `vm8` 's (`node:78`) dmcproxy has very high cpu usage.

```
$ grep '^redisla.*dmcproxy' node_*/node_*_sys_info.txt
node_76/node_76_sys_info.txt:redisla+   2101  0.0  0.0 504220 27128 ?       Sl   Jul01
130:25 /opt/redislabs/bin/dmcproxy -O /var/opt/redislabs/log/dmcproxy.log --
install_path=/opt/redislabs --config_path=/etc/opt/redislabs --
ephemeral_config_path=/etc/opt/redislabs -s /etc/opt/redislabs -p /var/opt/redislabs/run
node_77/node_77_sys_info.txt:redisla+   2215  1.3  0.4 713736 162216 ?      Sl   Sep08
597:20 /opt/redislabs/bin/dmcproxy -O /var/opt/redislabs/log/dmcproxy.log --
install_path=/opt/redislabs --config_path=/etc/opt/redislabs --
ephemeral_config_path=/etc/opt/redislabs -s /etc/opt/redislabs -p /var/opt/redislabs/run
node_78/node_78_sys_info.txt:redisla+   2229 19.5  0.2 630620 82200 ?       Sl   Sep06
9470:33 /opt/redislabs/bin/dmcproxy -O /var/opt/redislabs/log/dmcproxy.log --
install_path=/opt/redislabs --config_path=/etc/opt/redislabs --
```

```
ephemeral_config_path=/etc/opt/redislabs —s /etc/opt/redislabs —p /var/opt/redislabs/run
node_79/node_79_sys_info.txt:redisla+    2229   0.1  0.1 539656 45496 ?         Sl    Sep28
26:51 /opt/redislabs/bin/dmcproxy —O /var/opt/redislabs/log/dmcproxy.log ——
install_path=/opt/redislabs ——config_path=/etc/opt/redislabs ——
ephemeral_config_path=/etc/opt/redislabs —s /etc/opt/redislabs —p /var/opt/redislabs/run
node_80/node_80_sys_info.txt:redisla+    2237   0.1  0.1 519176 37692 ?         Sl    Oct03
16:36 /opt/redislabs/bin/dmcproxy —O /var/opt/redislabs/log/dmcproxy.log ——
install_path=/opt/redislabs ——config_path=/etc/opt/redislabs ——
ephemeral_config_path=/etc/opt/redislabs —s /etc/opt/redislabs —p /var/opt/redislabs/run
```

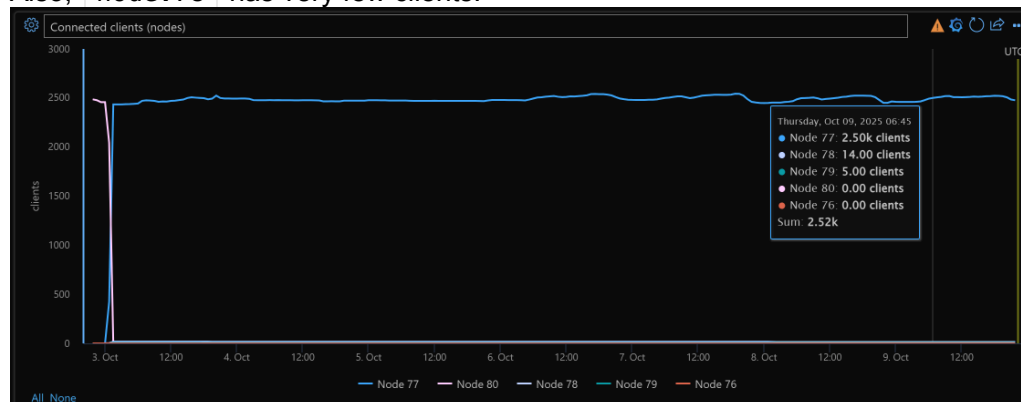**Collin Funk**   October 9, 2025 at 15:22   Internal note

Request pattern stays the same but CPU usage goes up:
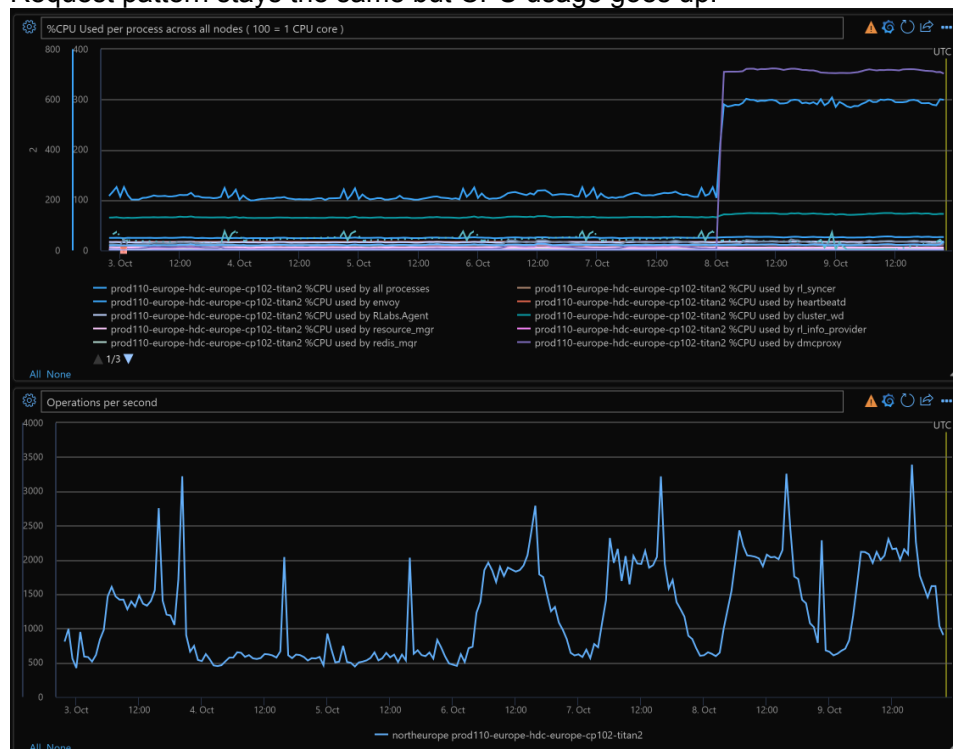
Collin Funk   October 9, 2025 at 15:23   Internal note

Also, `node:78` has very few clients:

Collin Funk   October 9, 2025 at 15:55   Internal note

Moving back to GQ since I could not find a cause. An initial suspicion is [RED-157530](RED-157530), but I would not yet say for certain.

Analyzer Bot   October 10, 2025 at 02:48   *Internal note*

Package [debuginfo.739F17021556862E.tar.gz](#) successfully analyzed.

Cluster	[prod110-europe-hdc-europe-cp102-titan2.northeurope](#)	**Environment**	
Version	7.20.0-136125620390	**Package Created At**	Thu Oct 09 2025 21:40:00 GMT+0000 (Coordinated Universal Time)
Account	[Redislabs](#)	**Account Manager**	Nail Sirazitdinov
Solution Architect	Nail Sirazitdinov	**TAM**	Nail Sirazitdinov

[Parsed Logs](#) - 0 categories, 0 entries; [Health check](#) - critical:0, warning:0, ok:0

Michael Thompson   October 10, 2025 at 12:04   *Internal note*

Supposedly, the issue is specific to node:78 (vm8 in this cluster). Currently that process has only 19% CPU usage though:

```
redisla+    2229 19.5  0.2 630620 82200 ?        Sl   Sep06 9470:33
/opt/redislabs/bin/dmcproxy -O /var/opt/redislabs/log/dmcproxy.log --
install_path=/opt/redislabs --config_path=/etc/opt/redislabs --
ephemeral_config_path=/etc/opt/redislabs -s /etc/opt/redislabs -p /var/opt/redislabs/run
```

This is admittedly the only proxy that's under load, but it's nowhere near pegged

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Michael Thompson   October 10, 2025 at 12:11   *Internal note*

Hmm, as of the SP time (2025-10-09 21:44:51.180811+00:00), I'm not seeing any other process on node:78 that looks like it could be causing high CPU usage either. Highest usage is dmcproxy and second highest is the cluster_wd. The DMC doesn't appear to be logging any constant issues either and the metrics from Geneva show that client connections are going through node:77 not 78 (node:78 seeing 19% DMC CPU has only ~14 clients compared to 2.5k on 77).

Michael Thompson   October 10, 2025 at 12:20   *Internal note*

Collin pointed out RED-157530 as a possible candidate though I doubt that's the case. That issue is triggered by a change in the master node. Cluster watchdogs do not appear to indicate that any election happened on October 7th around 20:00 when this began.

As a possible immediate step however, we can suggest a restart of the dmc on node:78 to see if that improves the behavior.

Michael Thompson   October 10, 2025 at 12:34

Hello Somya,

Thank you for your patience! In checking here, the main dmcproxy process on VM8 (node:78) appears to be using around 19% CPU usage compared to other nodes in this cluster (as of the support package):

```
redisla+    2229 19.5  0.2 630620 82200 ?        Sl   Sep06 9470:33
/opt/redislabs/bin/dmcproxy -O /var/opt/redislabs/log/dmcproxy.log --
install_path=/opt/redislabs --config_path=/etc/opt/redislabs --
ephemeral_config_path=/etc/opt/redislabs -s /etc/opt/redislabs -p /var/opt/redislabs/run
```

Notably, most of the client connections appear to be going through node:77 rather than 78 (I see 2.5k clients on node:77 while only 14 are connected to node:78). While overall database usage pattern does appear to have increased on the 6th, this does not appear to be the cause of the high CPU by itself given that the CPU usage jump was rather sudden and began around 20:00 on October 7th.

Given I do not see any unusual behavior being logged, I'd like to see if a possible restart of the dmcproxy on node:78 resolves the issue. If you are willing to proceed with that check, you can restart the dmcproxy service by running the command below on VM8 of this environment:

```
supervisorctl restart dmcproxy
```

Please be advised that this <u>will</u> result in a momentary disconnect of the 14 active clients currently connected to the database through this node, though they should be able to reconnect almost immediately afterward. If this fails to resolve the high CPU usage, please let us know!

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

Redis Support Bot Agent   October 12, 2025 at 13:01   Internal note

(The following has been sent to the customer)
Hi,

This is a reminder that ticket ([#146404](#)) has been pending your additional input for 2 days.
Please note tickets may be soft-closed if left pending for 7 days without a response, however, rest assured they can be reopened within 21 days simply by posting a comment.

We look forward to continue assisting you.

Thank you,
The Redis Team

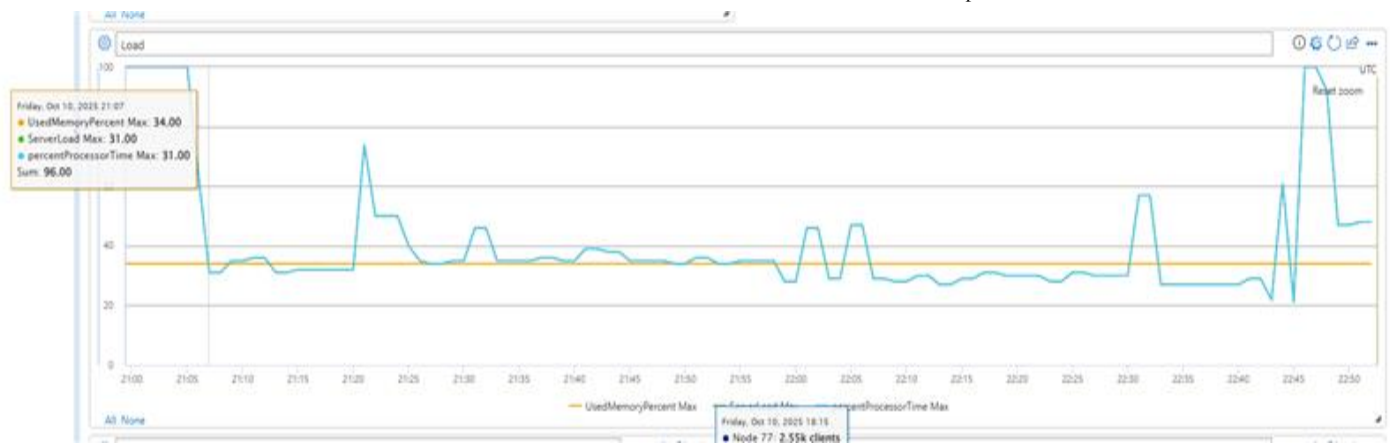**Somya Gupta**   October 14, 2025 at 18:41

Hey Michael,

The server load got auto reduced without our intervention.. now customer is looking for an RCA..
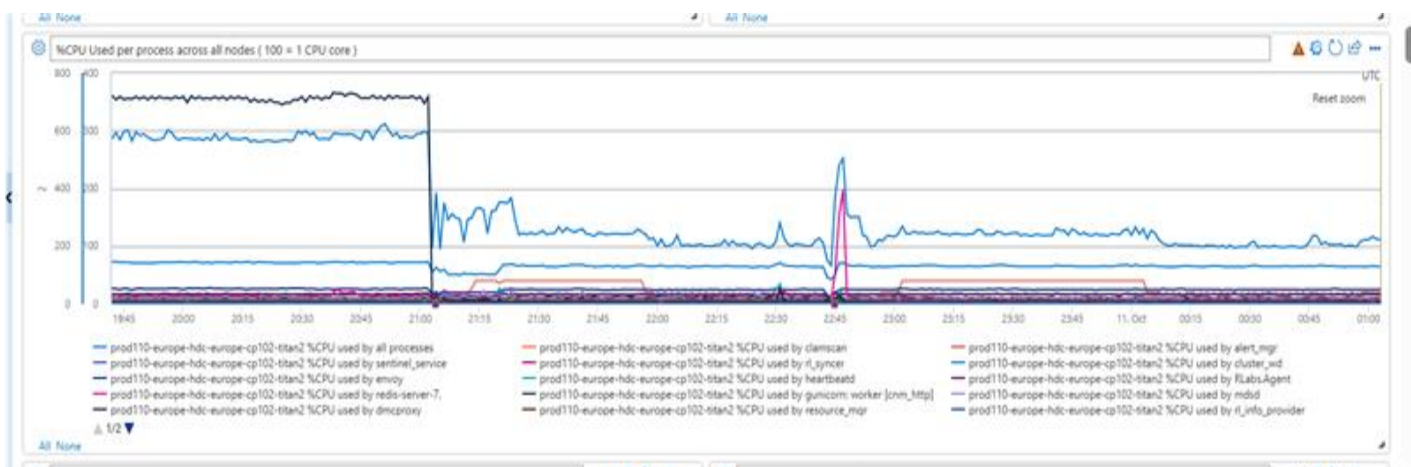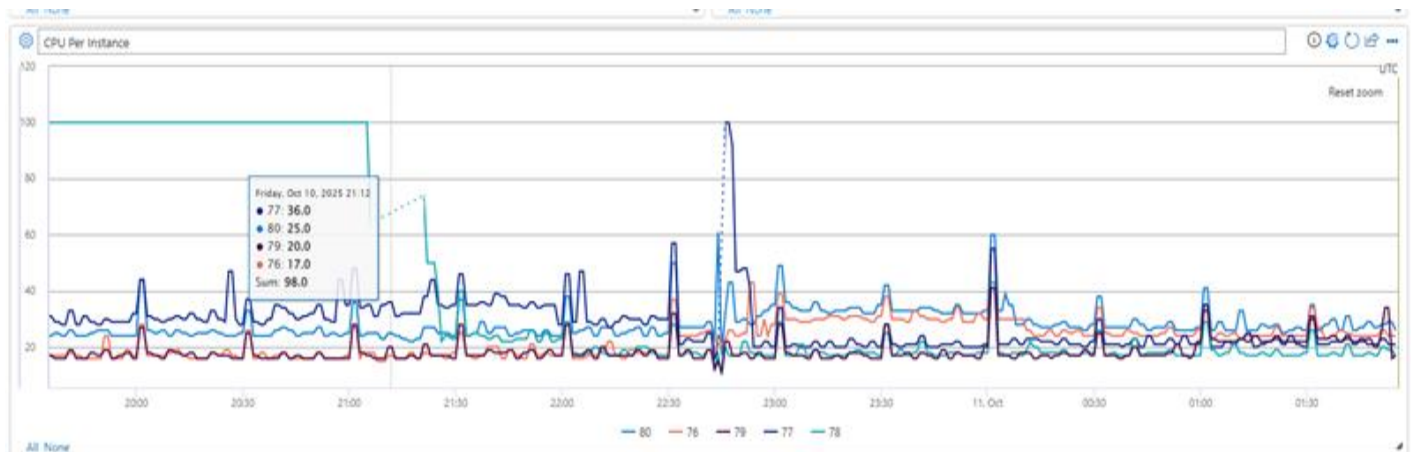
Our Investigation for RCA:-

From dashboard, we noticed that server reduced on 10th around 21:07UTC

Dashboard:- [https://jarvis-west.dc.ad.msft.net/dashboard/share/C9CEC0EA?overrides=[{"query":"//*[id='Name']","k…](https://jarvis-west.dc.ad.msft.net/dashboard/share/C9CEC0EA?overrides=[{"query":"//*[id='Name']","k…)
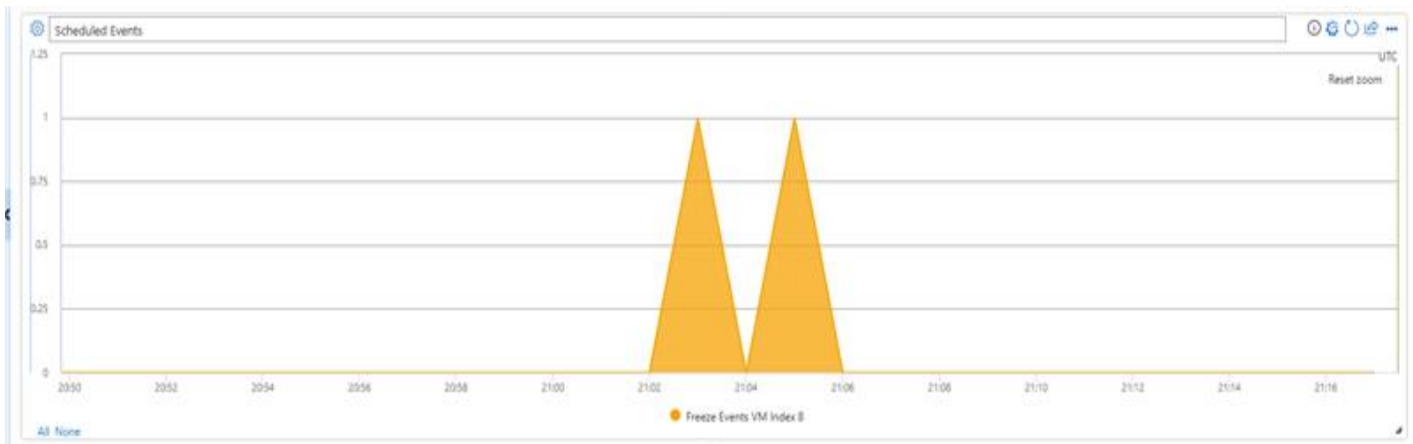
at the same time CPU usage and other issued metrics were also dropped

We found out that on 10th oct, around 21:03 UTC, there was a freeze event happened on vm8, on which the dmc proxy was running at 300%

from tenant logs, we found out that the Host os maintenance event was triggered

Tenant logs:- https://jarvis-west.dc.ad.msft.net/A94CAC8F

We found the reason behind the issue auto mitigation but not sure why the dmc proxy was spiked..

Ask:- can you please help us in finding out the reason behind the sudden spike in CPU usage

Michael Thompson October 15, 2025 at 11:40

Hello Somya,

Thank you for your patience! I am investigating further now and will let you know as soon as I have further information.

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

Michael Thompson October 15, 2025 at 14:30

Hello Somya,

As an update, I have opened an investigation with our research and development division to investigate the high CPU usage encountered on node:78 further. That investigation is being tracked at our side under ID number RED-172734. In order to assist with that investigation, may I also request a post-mitigation support package from this cluster and (in case this may relate to CRDB traffic) a support package from the other participating cluster in the CRDB at

`prod110-europe-hdc-europe-cp102-titan2-dr.westeurope.redisenterprise.cache.azure.net` ?

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

Michael Thompson October 15, 2025 at 14:31   *Internal note*

@exatogt

Redis Support Bot Agent October 15, 2025 at 14:31   *Internal note*

146404 folder will be copied from SFTP server to gt-logs under s3://gt-logs/exa-to-gt/ZD-146404-RED-172734

Redis Support Bot Agent October 15, 2025 at 14:31   *Internal note*

Transferred 1 file(s) to gt-logs, experienced 0 failures

Somya Gupta October 15, 2025 at 18:40

Hey Michael,

Please find the debug package:-

https://reproddebugpackages.blob.core.windows.net/packages/northeurope/prod110-europe-hdc-europe-cp102-titan2/debuginfo.334B2EDF16C408ED.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-16T01%3A16%3A53Z&ske=2025-10-23T00%3A16%3A53Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-16T01%3A16%3A53Z&se=2025-10-23T00%3A16%3A53Z&sr=b&sp=r&sig=Bn%2BJGgOwmqBs9%2Bc2hAHULac8P0wznyuOWQ5dX0EQwNY%3D

Redis Support Bot Agent October 16, 2025 at 07:58   *Internal note*

File uploaded to SFTP server by internal user michael.thompson. Click here to download it. The file name is RLEC_Customers/146404/debuginfo.334B2EDF16C408ED.tar.gz

Analyzer Bot October 16, 2025 at 07:59   Internal note

Package [debuginfo.334B2EDF16C408ED.tar.gz](#) successfully analyzed.

Cluster	[prod110-europe-hdc-europe-cp102-titan2.northeurope](#)	**Environment**	
Version	7.20.0-136125620390	**Package Created At**	Thu Oct 16 2025 01:10:00 GMT+0000 (Coordinated Universal Time)
Account	[Redislabs](#)	**Account Manager**	Nail Sirazitdinov
Solution Architect	Nail Sirazitdinov	**TAM**	Nail Sirazitdinov

[Parsed Logs](#) - 2 categories, 1048 entries; [Health check](#) - critical:1, warning:3, ok:8

Michael Thompson October 16, 2025 at 08:02

Hello Somya,

Thank you, I can confirm that we've received the updated logs from
`prod110-europe-hdc-europe-cp102-titan2.northeurope` successfully. If you would be willing to collect this, may we also ask for an SP from
`prod110-europe-hdc-europe-cp102-titan2-dr.westeurope.redisenterprise.cache.azure.net` as well? That cluster is the other participant in the CRDB pair and having its logs may help determine if any CRDB-related traffic contributed or caused the high CPU usage on the northeurope cluster.

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

Pratikshya Sasmal October 16, 2025 at 15:40

Hi Michael,

Please find the support package for prod110-europe-hdc-europe-cp102-titan2-dr.westeurope.redisenterprise.cache.azure.net:

[https://reproddebugpackages.blob.core.windows.net/packages/westeurope/prod110-europe-hdc-europe-cp102-titan2-dr/debuginfo.46C8E5C2310D3FE3.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-16T22%3A37%3A23Z&ske=2025-10-23T21%3A37%3A23Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-16T22%3A37%3A23Z&se=2025-10-23T21%3A37%3A23Z&sr=b&sp=r&sig=XVQxzl2KLjDvTSFFxzbt7mfKGfnC3F2PecVZSNZoaeg%3D](#)

Redis Support Bot Agent October 17, 2025 at 07:15   Internal note

File uploaded to SFTP server by internal user michael.thompson. Click [here](#) to download it. The file name is RLEC_Customers/146404/debuginfo.46C8E5C2310D3FE3.tar.gz

---

Analyzer Bot October 17, 2025 at 07:16   Internal note

Package [debuginfo.46C8E5C2310D3FE3.tar.gz](#) successfully analyzed.

Cluster	[prod110-europe-hdc-europe-cp102-titan2-dr.westeurope](#)	**Environment**	

Version	7.20.0-136125620390	**Package Created At**	Thu Oct 16 2025 22:30:00 GMT+0000 (Coordinated Universal Time)
Account	[Redislabs](#)	**Account Manager**	Nail Sirazitdinov
Solution Architect	Nail Sirazitdinov	**TAM**	Nail Sirazitdinov

[Parsed Logs](#) - 1 categories, 287 entries; [Health check](#) - critical:1, warning:2, ok:8

Michael Thompson   October 17, 2025 at 07:16

Hello Pratikshya,

Thank you, I can confirm that we've received those logs here as well! I've sent them to our research and development division for further investigation. We'll let you know as soon as any further information is available, or if any additional data will be required for the RCA. In the meantime, if there are any questions, please let us know and we'll be glad to help!

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

Biradavolu Uma Sainath   October 21, 2025 at 09:45

Hi Michael Thompson,

Could you please provide us an update

Michael Thompson   October 21, 2025 at 10:20

Hello Biradavolu,

Thank you for your patience! In checking, our research and development division is still investigating the underlying cause of the high CPU usage at this time. There is active speculation that this may relate to connection auditing; however, a direct answer to the underlying cause is still pending. We will let you know as soon as further information is available.

Best Regards,
Michael Thompson
Technical Support Engineer
The Redis Team
Raleigh, NC, USA 📍

---

ranga mallikharjunudu   October 23, 2025 at 16:27

Hey micheal,

Could you please provide an update here

Nathan Mann   October 24, 2025 at 06:50   Internal note

@michael see [#146983](#) and **RED-172012/[ZD-146173](#)** for the latest regarding other occurrences and the investigation. Very likely the same underlying issue, which *could* be related to audit logging changes and/or fluentd restarts.

Michael Thompson   October 24, 2025 at 08:26

Hello Ranga,

Thank you for your patience! While a definitive answer is still pending investigation, further checks are still ongoing into the audit logging which appears to correlate with the beginning of the high CPU usage on node:78. To be specific, it appears that there was a disconnect with the service that receives this audit data:

```
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
35028) 2025-10-08 01:03:30.024 [3814] INF ifr.gnrl (send@dmc_audit.cpp:142) - audit message
cant be sent and must be dropped (Socket 0x7e09b64517e0 : Disconnected) ( …this message was
skipped 1 times in the past 5 seconds.)
35029) 2025-10-08 01:03:38.036 [3809] INF ifr.gnrl (send@dmc_audit.cpp:142) - audit message
cant be sent and must be dropped (Socket 0x7e0999d085e0 : Disconnected) ( …this message was
skipped 8 times in the past 5 seconds.)
```

 I will let you know as soon as more information is available, but if there are any questions for now, please let us know and we'll be glad to help!

Best Regards,
Michael Thompson
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The Redis Team
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