

#146173 [rediscluster-ktcsproda11] [East US 2] [Need reason on why there is increase in dmc proxy on 10/01 21:30 UTC]

Submitted

October 7, 2025 at 19:25

Received via

Web Form

Requester

Vishnu Devireddy <v-vdevireddy@microsoft.com>

CCs

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

Status

Open

Type

-

Priority

Normal

Group

Support - L3

Assignee

Abhay Pandey

Product Line

Partner::Azure(ACRE)

Severity

Normal

Ticket Status

Troubleshooting

Jira Ticket IDs

RED-172012

Last known assignee

1904650178474

Issue Date

October 1, 2025

Product

Redis Software

Redis Enterprise Version

7.4

Issue Type - Software

Technical Issue

Issue Time

21:30

Focus Score

1

Ticket Location

APAC

Ticket Clusters

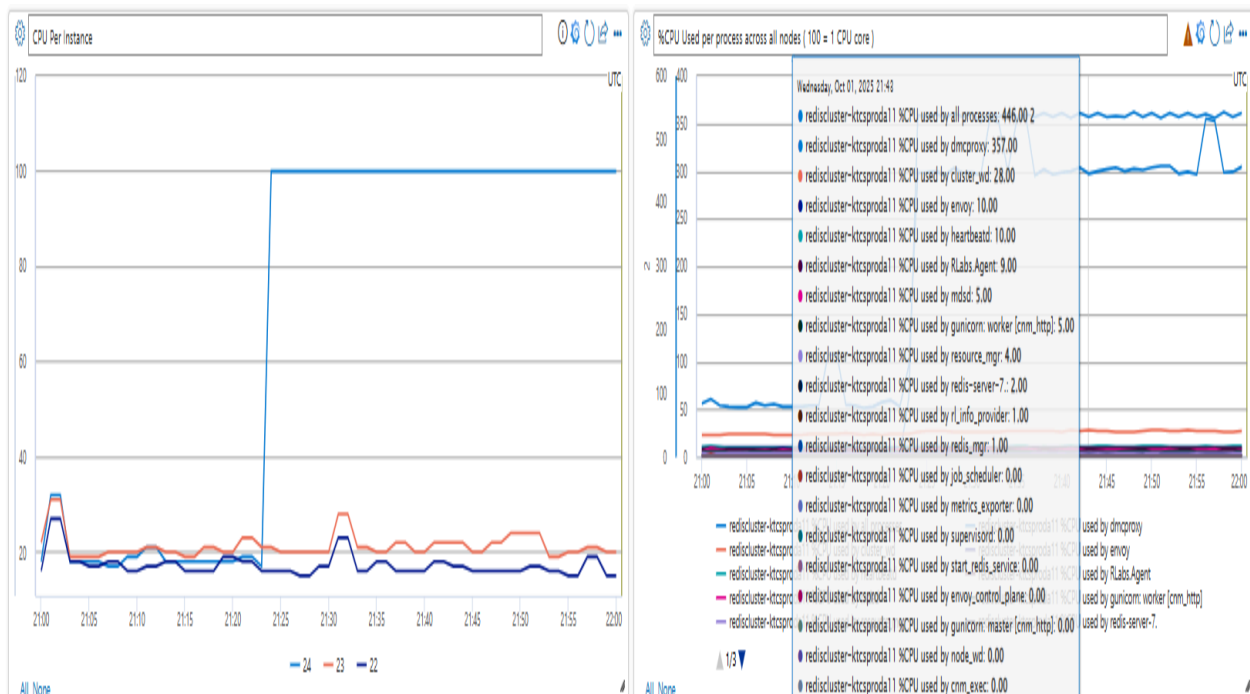
rediscluster-ktcsproda11.eastus2

Vishnu Devireddy October 7, 2025 at 19:25**Customer issue:**

Customer observed increase in CPU from 10/01 21:30 UTC

Investigation:

We have observed correlation between increase in CPU and increase in dmcproxy

dashboard link: <https://jarvis-west.dc.ad.msft.net/A39FC18B>

here is the debugpackage:

<https://reproddebugpackages.blob.core.windows.net/packages/eastus2/rediscluster-ktcsproda11/debuginfo.DEF8BCDC19752D08.tar.gz?skoid=0512a334-adff-443d-9730->

[81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-08T01%3A52%3A42Z&ske=2025-10-15T00%3A52%3A42Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-08T01%3A52%3A42Z&se=2025-10-15T00%3A52%3A42Z&sr=b&sp=r&sig=Tbsn4JuOeN%2F5bTltheuchsrY0i6bYiMDPGL9Q97VGlu4%3D](https://redislabs.zendesk.com/tickets/146173/print?skt=2025-10-08T01%3A52%3A42Z&ske=2025-10-15T00%3A52%3A42Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-08T01%3A52%3A42Z&se=2025-10-15T00%3A52%3A42Z&sr=b&sp=r&sig=Tbsn4JuOeN%2F5bTltheuchsrY0i6bYiMDPGL9Q97VGlu4%3D)

Ask:

Could you please check on why there is increase in dmcproxy process

Redis Support Bot Agent October 7, 2025 at 19:25

Internal note

SLA Package: Legacy

TAM: -

Product: Redis Software

Issue Type: Technical Issue

Organization Notes:

Itamar Haber October 7, 2025 at 19:25

Internal note

2166374

Redis Support Bot Agent October 7, 2025 at 19:26

Hello,

This is an automated response.

One of our Support Engineers will get back to you soon.

If you are experiencing an issue that needs investigation, please follow the [instructions to create a support package](#) (from all participating clusters in case of CRDB database or Replica Of database) and upload it using this link => <https://files.cs.redislabs.com/f/c96e64de9c48a01a>.

Alternatively, if there are any issues with the above, please perform the following procedure:

1. Split the Support Package into smaller 50 MB files using the [split command in Linux](#) like `split --bytes=50M <support_package_filename> <support_package_filename>`
2. **Attach all the files in the same response to this ticket.**

Without a Support Package, we are limited in our ability to assist you or conduct an online session.

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

Regards,

Redis Support Automated Services

Redis

Blog ↗

University ↗

Parag Marjiwe October 7, 2025 at 19:31

Internal note

Redisscope Report!

Redis Support Bot Agent October 7, 2025 at 19:32

Internal note

File uploaded to SFTP server by internal user parag.marjiwe. Click [here](#) to download it. The file name is RLEC_Customers/146173/debuginfo.DEF8BCDC19752D08.tar.gz

Analyzer Bot October 7, 2025 at 19:32

Internal note

Package [debuginfo.DEF8BCDC19752D08.tar.gz](#) successfully analyzed.

Cluster	rediscluster-kctcsproda11.eastus2	Environment	
Version	7.20.0-136125620390	Package Created At	Wed Oct 08 2025 01:50:00 GMT+0000 (Coordinated Universal Time)
Account	Redislabs	Account Manager	Nail Sirazitdinov
Solution Architect	Nail Sirazitdinov	TAM	Nail Sirazitdinov

[Parsed Logs](#) - 1 categories, 17 entries; [Health check](#) - critical:0, warning:2, ok:9

Abhinav Muttewar October 7, 2025 at 19:33

Hi Vishnu,

Thank you for reaching out to Redis support.

We confirm that we have received your request regarding

Need reason on why there is increase in dmc proxy along with the support package. We will start looking into this matter and share our findings soon.

Meanwhile, we appreciate your patience and understanding.

Best Regards,
Abhinav Muttewar
The Redis Team
[Blog](#) | [X](#) | [LinkedIn](#)



Parag Marjiwe October 7, 2025 at 19:49

Internal note

Just found these in slowlogs near the customer's mentioned timeframe.

```
3 2025-10-01T21:47:23+00:00Z      21.971      [b'HELLO',
RL_OBF_49ff609aae7e4358356ef940d9dbe2b071d74f3c38d904f2a30d1f06688d356f,
RL_OBF_8821e748c4efa25394c8b81d18cfcfba2f337470dbcd0857c00e7918de3ed5ac,
RL_OBF_202d3d37473d7ed241bac3581551ea3d3de5f54ae93fcf458edb2af6a368a270,
RL_OBF_a3cd584215485aad90a30506d8645e22aec74ea0655a747d0e82383db805ea12]
2 2025-10-01T21:46:01+00:00Z      17.613      [b'CRDT.OVC',
RL_OBF_49ff609aae7e4358356ef940d9dbe2b071d74f3c38d904f2a30d1f06688d356f,
RL_OBF_d240a8e867cf04f19a3aae4daec844d6a5a8df54baf0846aea5286c59f2dff55,
RL_OBF_47544946c83da56e023489b7d3f4aceb19fb24d92312b76210746634c39dd767,
RL_OBF_33344ae9490a69f39d321dfb05058b8acd87fb85d3875c18376b9c89132af077,
RL_OBF_536cfb5ea2a90712980621c273b04aa8d173ad9fd0d6498d935f1aabb18998f,
RL_OBF_5d3d857577833ff3e126bf8c9260159c9e4dc1420b6f826bb9342d5317fc2778,
RL_OBF_278806828b6ee2e2a298005452904deb7fe1e03316fb97f743b942da81a3510d]
```

Abhinav Muttewar October 7, 2025 at 19:54

Internal note

- slowlogs close to customer-reported issue timeframe

```

4 2025-10-01T23:32:13+00:00Z      18.246      [b'HGETALL',
RL_OBF_c59548fc6730518ca5de51304c5d84f3d3e210cdba6aee17d0972260a7e66763
]
3 2025-10-01T21:47:23+00:00Z      21.971      [b'HELLO',
RL_OBF_49ff609aae7e4358356ef940d9dbe2b071d74f3c38d904f2a30d1f06688d356f,
RL_OBF_8821e748c4efa25394c8b81d18cfcfba2f337470dbcd0857c00e7918de3ed5ac,
RL_OBF_202d3d37473d7ed241bac3581551ea3d3de5f54ae93fcf458edb2af6a36
8a270, RL_OBF_a3cd584215485aad90a30506d8645e22aec74ea0655a747d0e82383db805ea12]
2 2025-10-01T21:46:01+00:00Z      17.613      [b'CRDT.OVC',
RL_OBF_49ff609aae7e4358356ef940d9dbe2b071d74f3c38d904f2a30d1f06688d356
f, RL_OBF_d240a8e867cf04f19a3aae4daec844d6a5a8df54baf0846aea5286c59f2dff55,
RL_OBF_47544946c83da56e023489b7d3f4aceb19fb24d92312b76210746634
c39dd767, RL_OBF_33344ae9490a69f39d321dfb05058b8acd87fb85d3875c18376b9c89132af077,
RL_OBF_536cfb5ea2a90712980621c273b04aa8d173ad9fd0d6498d9
35f1aabb18998f, RL_OBF_5d3d857577833ff3e126bf8c9260159c9e4dc1420b6f826bb9342d5317fc2778,
RL_OBF_278806828b6ee2e2a298005452904deb7fe1e03316
fb97f743b942da81a3510d]

```

- **node_24/logs/dmcprefix.log.7.gz**

A lot of `error event in ssl connection` logs were observed throughout the day

```

57118) 2025-10-01 21:30:07.349 [3942] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [c
conn: cconn:328641, bdb:1, port=10000 locality=global, client_name=, address=0x7fd6b4f377a0,
4.152.100.121:5249->10.0.0.7:10000] at {0x7fd6
d1dd3088}: error:00000005:lib(0):func(0):DH lib.app_conn=0x7fd6b4f377a0, no hold-read, buffer
event=0x7fd6d1ea0b00, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)
57119) 2025-10-01 21:30:19.358 [3942] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [c
conn: cconn:328649, bdb:1, port=10000 locality=global, client_name=, address=0x7fd6b4f3ede0,
4.152.100.121:5248->10.0.0.7:10000] at {0x7fd6
d1dd3088}: error:00000005:lib(0):func(0):DH lib.app_conn=0x7fd6b4f3ede0, no hold-read, buffer
event=0x7fd6d1ea0b00, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)

```

- "DMC identifier mismatch" logs observed before the customer reported timeframe.

```

56822) 2025-10-01 21:22:15.719 [3928] INF ifr.gnrl
(change_notification_thread@ccs_context.c:360) - change_notification_thread: received a
message 'cnm_exec:23@bdb:1'
56823) 2025-10-01 21:22:15.723 [3888] INF ifr.gnrl
(dmc_mgmt_handle_change_notify@mgmt.cpp:4661) - Processing configuration change for bdb:
1
56824) 2025-10-01 21:22:15.723 [3888] WRN ifr.gnrl (handle_bdb_change@mgmt.cpp:4598) -
Skipping changes for bdb:1 since the change state of
the bdb is not PENDING, but instead 2 (while handling bdb change - assuming self-triggered
when set to DONE)

```

```

56825) 2025-10-01 21:22:15.731 [3928] INF ifr.gnrl
(change_notification_thread@ccs_context.c:360) - change_notification_thread: received a
message 'rlutil:23@bdb:1'
56826) 2025-10-01 21:22:15.731 [3888] INF ifr.gnrl
(dmc_mgmt_handle_change_notify@mgmt.cpp:4661) - Processing configuration change for bdb:
1
56827) 2025-10-01 21:22:15.731 [3888] INF ifr.gnrl (handle_bdb_change@mgmt.cpp:4605) -
Handling bdb:1 change: cnm-exec-state = , cnm-exec-s
m = SMUpdateBDB:updates=:params=pause_persistence=False
.
.
.
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 m
anagement thread: This message was designated for another endpoint.(I am dmc:24 whereas the
message was designated to dmc:22)

```

- node_24/logs/cnm_exec.log.2.gz

```

2025-10-01 21:22:18,540 WARNING cnm.services.cnm_exec.cnm_exec.NotifyThread NotifyThread:
Received notify 'cnm_http:master@db_conns_auditing_config' on 'config-change' but object does
not exist.

```

Abhinav Muttewar October 7, 2025 at 19:56

Internal note

@L3_to_review

Moving it to L3 queue, please assist with the ACRE RCA request further. Thanks!

Parag Marjiwe October 7, 2025 at 20:06

Internal note

Item	Error	Error Description	Category	Error Source	Error Severity
Bdb:1	Shard memory usage	Uneven shards found in BDB:1.Master shard 2 is using 2.49GB, while master shard 4 is using 1.97GB.The difference is 26.48%.	USAGE	ccs	HIGH
Node:22	Agents memory	An Azure agent /opt/redislabsagent/RLabs.Agent PID=1809is consuming high memory (expected < 300 MB), current usage: 527.44 MB	AZURE	ccs_redis.json	HIGH
Node:23	Agents memory	An Azure agent /opt/redislabsagent/RLabs.Agent PID=1879is consuming high memory (expected < 300 MB), current usage: 424.52 MB	AZURE	ccs_redis.json	HIGH
Node:24	Agents memory	An Azure agent /opt/redislabsagent/RLabs.Agent PID=1883is consuming high memory (expected < 300 MB), current usage: 490.46 MB	AZURE	ccs_redis.json	HIGH

Nodes	Node setting mismatch	Setting accept_servers differs across nodes: • 'disabled' - node 22 (vm5) • 'enabled' - node 23 (vm3) - node 24 (vm4)	NODES	ccs_redis.json	HIGH
Nodes	Node setting mismatch	Setting external_addr differs across nodes: • 'ace:cab:deca::7' - node 24 (vm4) • 'ace:cab:deca::8' - node 23 (vm3) • 'ace:cab:deca::9' - node 22 (vm5)	NODES	ccs_redis.json	HIGH

Abhay Pandey October 7, 2025 at 21:17

Internal note

```
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.
```

```
[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"
```

Abhay Pandey October 7, 2025 at 21:26

Hi Vishnu,

Was there a change or event around this time?
 Maybe scaling was done during this time?
 I can see a PUT call around this time:

```
[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"
```

Also, would you be able to share the CPU utilisation of DMC for the individual VMs?
 Lastly, do you still see high CPU usage? If not, when did it come back down?

Best Regards,

Abhay
Technical Support Engineer
The Redis Team

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



Vishnu Devireddy October 7, 2025 at 21:57

there is no scale/patch on this cache and on its CRDB connected ones in Central US as well

and we have restarted dmcproxy process on vm4 on 10/04 04:20 UTC

Debug package for CUS cache:

<https://reproddebugpackages.blob.core.windows.net/packages/centralus/cu-rediscluster-ktsproda11/debuginfo.8739E743011B8E86.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-08T04%3A52%3A03Z&ske=2025-10-15T03%3A52%3A03Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-08T04%3A52%3A03Z&se=2025-10-15T03%3A52%3A03Z&sr=b&sp=r&sig=EdDOqfhGT10hsllR64gG7LjguonfQlOGD1XVvxx4UI4%3D>

Prakhar Rathore October 7, 2025 at 23:08

Internal note

@l3_review_done

Abhay Pandey October 7, 2025 at 23:16

Internal note

Apart from the SM and the API calls, I can see the following [REDACTED]

Abhay Pandey October 7, 2025 at 23:17

Internal note

<https://analyzer.cs.redislabs.com/grafana/d/Tqwy4gZGk/node?orgId=1&var-package=e1765f8b0e19f11502e3c0be2da59749c51c2a16&var-node=24&from=1759326998086&to=1759480506712>

Abhay Pandey October 7, 2025 at 23:46

Hi Vishnu,

Thank you.
I will check further and get back to you.

Best Regards,

Abhay
Technical Support Engineer
The Redis Team

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



Vishnu Devireddy October 9, 2025 at 01:30

Hi Abhay
any update on RCA

Abhay Pandey October 9, 2025 at 21:28

Internal note

I discussed this one with Vishnu in the call for 146394, and told him that I am still checking on this.

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

```
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  
91279) 2025-10-03 04:26:17.247 [3937] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit  
0x7fd6b759e040 socket disconnected  
91280) 2025-10-03 04:26:17.247 [1374350] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6c00220c0 socket disconnected  
91281) 2025-10-03 04:26:17.247 [1374346] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6d2f47040 socket disconnected  
91282) 2025-10-03 04:26:17.247 [1374349] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6c0e48040 socket disconnected  
91283) 2025-10-03 04:26:17.255 [3942] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit  
0x7fd6d40291c0 socket disconnected  
91284) 2025-10-03 04:26:17.303 [3940] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit  
0x7fd6b5f9e040 socket disconnected  
91285) 2025-10-03 04:26:17.671 [3940] WRN dmc.conn  
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:  
cconn:406176, bdb:1, port=10000 locality=global, client_name=, address=0x7fd6b4ad67a0,  
4.152.100.121:5248->10.0.0.7:10000] at {0x7fd6b6207570}: error:00000005:lib(0):func(0):DH  
lib.app_conn=0x7fd6b4ad67a0, no hold-read, buffer event=0x7fd6b4a55080, conn_type: 1 ( ...this  
message was skipped 14 times in the past 10 seconds.)  
91286) 2025-10-03 04:26:28.244 [1374346] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6d2f47040 socket disconnected  
91287) 2025-10-03 04:26:28.244 [1374348] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6c9487040 socket disconnected  
91288) 2025-10-03 04:26:28.244 [3937] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit  
0x7fd6b759e040 socket disconnected  
91289) 2025-10-03 04:26:28.244 [1374347] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6d2021140 socket disconnected  
91290) 2025-10-03 04:26:28.248 [1374350] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6c00220c0 socket disconnected  
91291) 2025-10-03 04:26:28.252 [1374349] INF dmc.audit (disconnected@dmc_audit.cpp:234) -  
audit 0x7fd6c0e48040 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=/, pid=1494981
revision=dceea6565c9e68ca6f711ab4c64395b6ec62ed16 build_version=7.20.0-136125620390-release
distribution=mariner2.0.20250402
4) 2025-10-03 04:26:40.000 [1494981] INF dmc.app (App@dmcproxy.cpp:969) - Configuring runtime
environment...
...
...
204) 2025-10-03 04:26:40.308 [1494992] INF dmc.mgmt
(redisAsyncEvAuthReplyCallback@RedisAsyncEv.c:832) - Connection to redis
/var/opt/redislabs/run/ccs.sock:0 authenticated successfully
205) 2025-10-03 04:26:42.204 [1495002] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:4, bdb:1, port=10000 locality=global, client_name=, address=0x78d14f05f8b0,
4.152.100.121:5248->10.0.0.7:10000] at {0x78d14ee3f020}: error:00000005:lib(0):func(0):DH
lib.app_conn=0x78d14f05f8b0, no hold-read, buffer event=0x78d14f056900, conn_type: 1 ( ...this
message was skipped 1 times in the past 10 seconds.)
206) 2025-10-03 04:26:42.312 [1494992] INF ifr.gnrl (run_syncer@dmc_syncers_mgmt.c:489) -
syncer command_line = /opt/redislabs/bin/rl_syncer -f /etc/opt/redislabs/crdt_syncer-1.json
207) 2025-10-03 04:26:43.308 [1494992] INF dmc.mgmt
(check_single_syncer@dmc_syncers_mgmt.c:829) - sInfo bdb:1 type=crdt pid=1495048 changed state
SYNCER_TO_BE_RUN->SYNCER_RUN or status SYNCER_IS_RUNNING->SYNCER_IS_RUNNING
208) 2025-10-03 04:26:54.245 [1495003] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:15, bdb:1, port=10000 locality=global, client_name=, address=0x78d14de86de0,
4.152.100.121:5250->10.0.0.7:10000] at {0x78d14dec4570}: error:00000005:lib(0):func(0):DH
lib.app_conn=0x78d14de86de0, no hold-read, buffer event=0x78d14de9f700, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)

```

```

209) 2025-10-03 04:27:06.197 [1495002] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:22, bdb:1, port=10000 locality=global, client_name=, address=0x78d14f072050,
4.152.100.121:5248->10.0.0.7:10000] at {0x78d14f0c3ee0}: error:00000005:lib(0):func(0):DH
lib.app_conn=0x78d14f072050, no hold-read, buffer event=0x78d148084f00, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)
210) 2025-10-03 04:27:18.210 [1495003] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:29, bdb:1, port=10000 locality=global, client_name=, address=0x78d14de85050,
4.152.100.121:5250->10.0.0.7:10000] at {0x78d14dec3b98}: error:00000005:lib(0):func(0):DH
lib.app_conn=0x78d14de85050, no hold-read, buffer event=0x78d14dea0880, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)
211) 2025-10-03 04:27:30.203 [1495002] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:38, bdb:1, port=10000 locality=global, client_name=, address=0x78d14f0702c0,
4.152.100.121:5248->10.0.0.7:10000] at {0x78d14f0c31c0}: error:00000005:lib(0):func(0):DH
lib.app_conn=0x78d14f0702c0, no hold-read, buffer event=0x78d148086d00, conn_type: 1 ( ...this
message was skipped 18 times in the past 10 seconds.)
212) 2025-10-03 04:27:42.204 [1495002] WRN dmc.conn
(disconnected_callback_ssl@io_conn.cpp:1751) - Received error event in ssl connection [cconn:
cconn:46, bdb:1, port=10000 locality=global, client_name=, address=0x78d14f075b70,

```

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.

Abhay Pandey October 10, 2025 at 00:45

Internal note

```

[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" "-" "6a4778c2-9f9f-42fa-a9e8-e0f60322f2b8" "127.0.0.1:9443" "127.0.0.1:9080"
```

Abhay Pandey October 10, 2025 at 02:02

Internal note

@exatogt

Redis Support Bot Agent October 10, 2025 at 02:03

Internal note

146173 folder will be copied from SFTP server to gt-logs under s3://gt-logs/exa-to-gt/ZD-146173-RED-172012

Redis Support Bot Agent October 10, 2025 at 02:03

Internal note

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

Abhay Pandey October 10, 2025 at 02:25

Hi Vishnu,

I have created RED-172012 (Azure: DMCproxy stuck at High CPU utilisation) for the R&D team to investigate why DMC was stuck in High CPU utilisation.

I have a query for you though -- In the logs I can see a PUT call around the time of the issue:

```
[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"
```

It's unclear for the logs what exactly was the change, but the call seems to be coming from Agent. Would it be possible for you to check the Agent logs and see what triggered this call?

Best Regards,

Abhay
Technical Support Engineer
The Redis Team

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

Biradavolu Uma Sainath October 10, 2025 at 05:16

Hi Abhay,

We tried to check from our end but didn't find let me confirm with the Cx as well whether they performed any changes on their client side

Abhay Pandey October 13, 2025 at 18:17

Hi Team,

Thank you.
Please let me know if you hear back from them.

Best Regards,

Abhay
Technical Support Engineer
The Redis Team

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



Hari Vanditha October 14, 2025 at 19:33

Hi Abhay Pandey,

We asked customer , if they made any changes from their end on 2025-10-01 and below is the response we got.

Cx response:

'we went back to the Jedis library and set the timeout back to 5000

We tried the Lettuce library and shorter timeout, but this increased the number of occurrences'.

Abhay Pandey October 14, 2025 at 21:29

Hi Hari,

Thank you.

Best Regards,

Abhay
Technical Support Engineer
The Redis Team

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



Vishnu Devireddy October 20, 2025 at 20:12

Hi Abhay

Any update on this issue

Thanks and Regards
Vishnu Devireddy

Biradavolu Uma Sainath October 23, 2025 at 08:37

Hi Abhay

Could you please provide us an update

Yanbing Shi October 23, 2025 at 10:44

Corresponding Jira: RED-172012

Current theory: it may be related to connection auditing - DMC might fail to write connection auditing logs into fluentbit.

Nathan Mann October 24, 2025 at 06:53

Internal note

@abhay - see my updates in RED-172012 based on communication in [DMC proxy high CPU elevation](#) | [Group Chat](#) | [Microsoft Teams](#)