

#146983 High server load on the cache csgb-fsp-linx01-redis02 - UK south & csie-fnp-linx01-redis03

Submitted

Received via

Requester

October 17, 2025 at 09:02

Web Form

Lochana Chilakapati <v-clochana@microsoft.com>

CCs

Ilya Berent <ilya@redis.com>, Marko Trapani <marko.trapani@redis.com>, Nathan Mann <nathan.mann@redis.com>, Redissreinternal <redissreinternal@microsoft.com>, Riya Simon <riyasimon@microsoft.com>, Samiran Saha <samiran.saha@microsoft.com>

Status

Type

Priority

Group

Assignee

Open

-

Normal

Support - L3

Marko Trapani

Product Line

Severity

Ticket Status

Jira Ticket IDs

This is a production environment

Last known assignee

Product

Partner::Azure(ACRE)

Normal

Troubleshooting

RED-172734;RED-172012

Yes

8590568563474

Redis Cloud

Issue Type - Cloud

Focus Score

Ticket Location

Ticket Clusters

Technical Issue

1

US & Canada

csgb-fsp-linx01-redis02.uksouth csie-fnp-linx01-redis03.northeurope

Lochana Chilakapati October 17, 2025 at 09:02

The customer shared 2 cache

Name: csgb-fsp-linx01-redis02

Cluster Name: csgb-fsp-linx01-redis02.uksouth

UserSubscriptionId: 4b12464a-a0e1-4010-b78a-0ef12e7a9cdb

ResourceGroup: csgb-fsp-linx01-rg01

Location: UK South

Sku: Enterprise_E10

Zones: 1,2,3

VMSKU:Standard_E4as_v4

Capacity: 2

GoalStatus: Active

CurrentStatus: Running

ImageId: /subscriptions/bef3f7d4-7cde-4b55-bb81-413a8671f86e/resourceGroups/redis-enterprise-images/providers/Microsoft.Compute/galleries/rlabsprodimagegallery/images/RLabsMarinerFIPSIImage/versions/7.20136.30822

Geo-Replicated: True

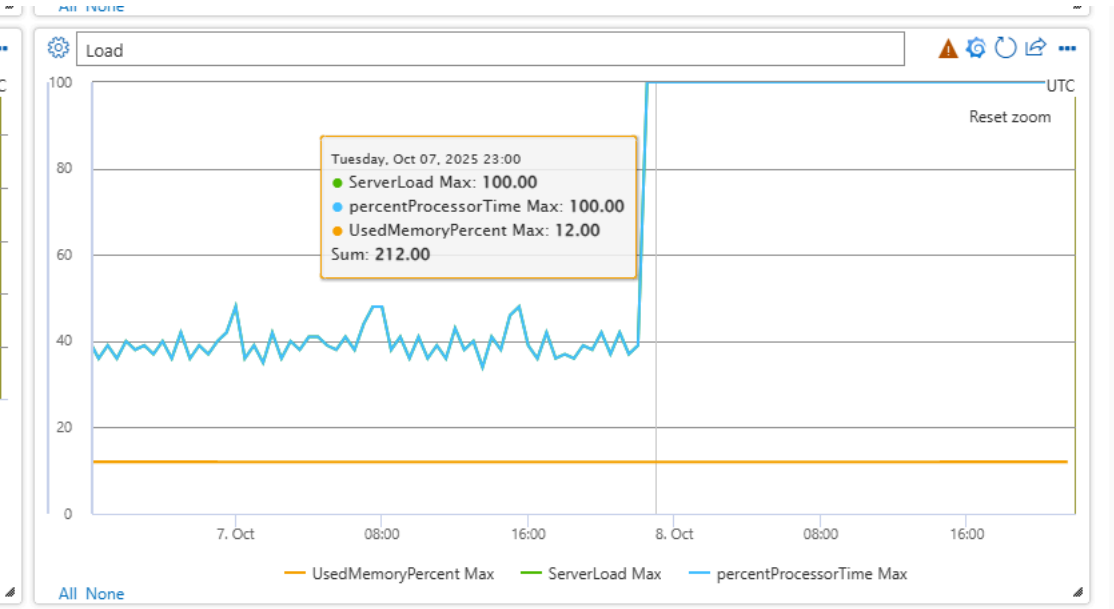
IsPlainTextEnabled: False

IsPersistenceEnabled: False

Persistence: aofEnabled: False

There was an increase in the server load on Oct 7, 22:40 UTC and is still high

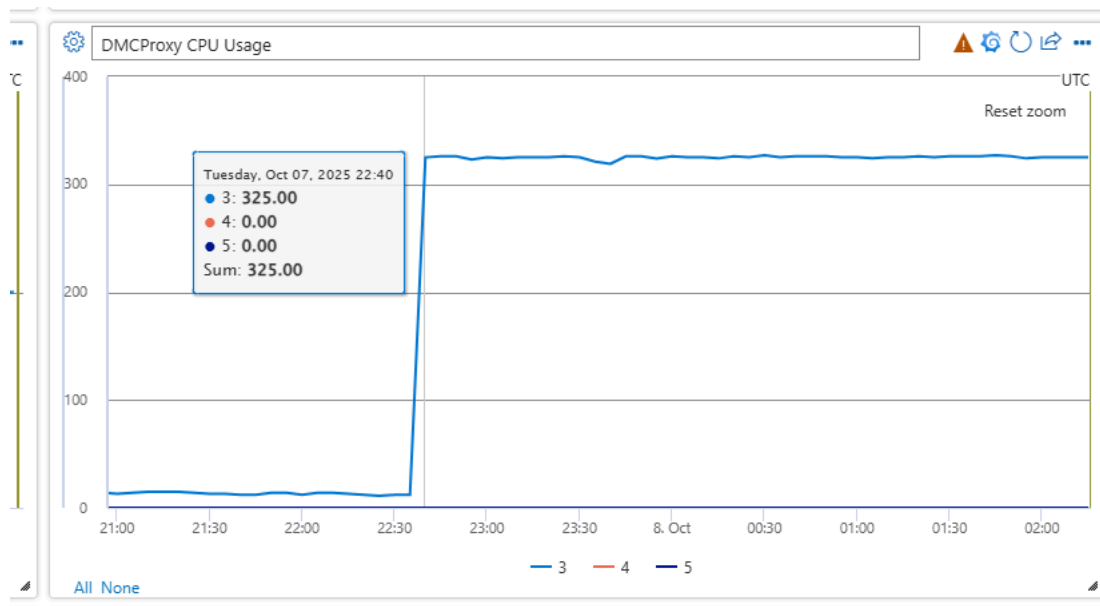
Dashboard Link : [https://jarvis-west.dc.ad.msft.net/dashboard/share/1F0523D5?overrides=\[{"query":"/\[/\[id='Name'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}, {"query":"/\[/\[id='Microsoft.RegionName'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='ARMRegion'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='Region'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='Tenant'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}, {"query":"/\[/\[id='TenantName'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}\]\]%20](https://jarvis-west.dc.ad.msft.net/dashboard/share/1F0523D5?overrides=[{)



CPU per instance got increased for



Also noticed Dmcproxy is running high



Noticed the same from processes and times as well

Logs Link : <https://portal-eu.microsoftgeneva.com/s/A0C67F88>

10-17-2025 15:31:04	4	Processes and Times (ordered by Delta Time, where Delta CPU Usage % >= 0.1 %): name:clamscan pid:24602 ut:00:04:13.5100000 kt:00:00:15.1700000 tt:00:04:28.6800000 delta_tt:00:00:11.9700000, 19.95% name:cluster_wd pid:2181 ut:1.21:12:35.7900000 kt:01:54:50.8900000 tt:1.23:07:26.6800000 delta_tt:00:00:05.0300000, 8.38% name:redis-server-7, pid:4394 ut:1.05:39:08.4200000 kt:07:22:08.8900000 tt:1.13:01:17.3100000 delta_tt:00:00:04.4300000, 7.38% name:dmcproxy pid:2255 ut:04:06:39.6700000 kt:03:37:19.0700000 tt:07:43:58.7400000 delta_tt:00:00:04.2900000, 7.15% name:redis-server-7, pid:4387 ut:1.00:53:17.8700000 kt:05:32:49.0600000 tt:1.06:26:06.9300000 delta_tt:00:00:03.8900000, 6.48% name:heartbeatd pid:2188 ut:20:23:58.9700000 kt:05:17:12.1000000 tt:1.01:41:11.0700000 delta_tt:00:00:02.7300001, 4.55% name:RLabs.Agent pid:4147 ut:07:48:59.7900000 kt:03:53:36.4600000 tt:11:42:36.2500000 delta_tt:00:00:01.2400000, 2.07% name:envoy pid:3541 ut:10:22:30.0899999 kt:00:46:06.0200000 tt:11:08:36.1099999 delta_tt:00:00:01.2299999, 2.05% name:mdsd pid:1145 ut:08:09:20.3200000 kt:00:54:07.3200000 tt:09:03:27.6400000 delta_tt:00:00:00.9200001, 1.53% name:envoy pid:3564 ut:06:03:38 kt:01:19:52.2700000 tt:07:23:30.2700000 delta_tt:00:00:00.7700000, 1.28% name:rsyslogd pid:1959 ut:01:05:10.0600000 kt:06:00:28.8500000 tt:07:05:38.9100000 delta_tt:00:00:00.6800000, 1.13%
10-17-2025 15:31:13	3	Processes and Times (ordered by Delta Time, where Delta CPU Usage % >= 0.1 %): name:dmcproxy pid:2246 ut:9.06:49:27.9399999 kt:23.11:25:42.0400000 tt:32.18:15:09.9799999 delta_tt:00:03:11.4099999, 319.01% name:cluster_wd pid:2181 ut:2.17:31:22.7900000 kt:04:13:35.0500000 tt:2.21:44:57.8400000 delta_tt:00:00:07.8400000, 13.07% name:redis-server-7, pid:22379 ut:1.16:23:29.8000000 kt:10:26:45.4000000 tt:2.02:50:15.2000000 delta_tt:00:00:05.5500000, 9.25% name:redis-server-7, pid:22341 ut:1.12:06:01.5400000 kt:07:44:58.1000000 tt:1.19:50:59.6400000 delta_tt:00:00:05.2800000, 8.80% name:rl_syncer pid:72128 ut:1.10:59:36.2500000 kt:03:45:52.4500000 tt:1.14:45:28.7000000 delta_tt:00:00:04.7100000, 7.85% name:RLabs.Agent pid:22086 ut:18:49:14.7100000 kt:08:46:28.6400000 tt:1.03:35:43.3500000 delta_tt:00:00:02.8100000, 4.68% name:redis-server pid:21528 ut:16:11:46 kt:05:15:33.5400000 tt:21:27:19.5400000 delta_tt:00:00:02.1500000, 3.58% name:gunicorn: worker [crm_http] pid:21929 ut:16:01:22.2400000 kt:02:22:43.4200000 tt:18:24:05.6600000 delta_tt:00:00:01.9400000, 3.23% name:mdsd pid:1138 ut:13:46:07.6200000 kt:01:21:45.6600000 tt:15:07:53.2800000 delta_tt:00:00:01.5900000, 2.65% name:envoy pid:21455 ut:14:45:03.7400000 kt:01:28:29.8300000 tt:16:13:33.5700000 delta_tt:00:00:01.5700000, 2.62% name:heartbeatd pid:2186 ut:05:51:45.8500000 kt:12:14:05.9500000 tt:18:05:51.8000000 delta_tt:00:00:01.4100000, 2.35%

Uri to download sanitized debug package: <https://reprodebugpackages.blob.core.windows.net/packages/uksouth/csgb-fsp-linux01-redis02/debuginfo.FDC41EF7F3967172.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-17T15%3A41%3A48Z&ske=2025-10-24T14%3A41%3A48Z&skv=2023-11-03&sv=2023-11-03&st=2025-10-17T15%3A41%3A48Z&se=2025-10-24T14%3A41%3A48Z&sr=b&sp=r&sig=tRuBZtSJZdLag9OUyu7caQQO5n1yl7pu%2FHTTtc3zuMHY%3D>

Name: csie-fnp-linux01-redis03

Cluster Name: csie-fnp-linux01-redis03.northeurope
UserSubscriptionId: 4b12464a-a0e1-4010-b78a-0ef12e7a9cdb
ResourceGroup: csie-fnp-linux01-rg01
Location: North Europe
Sku: Enterprise_E10
Zones: 1,2,3
VMSKU:Standard_E4as_v4
Capacity: 2
GoalStatus: Active

CurrentStatus: Running

CustomImage:

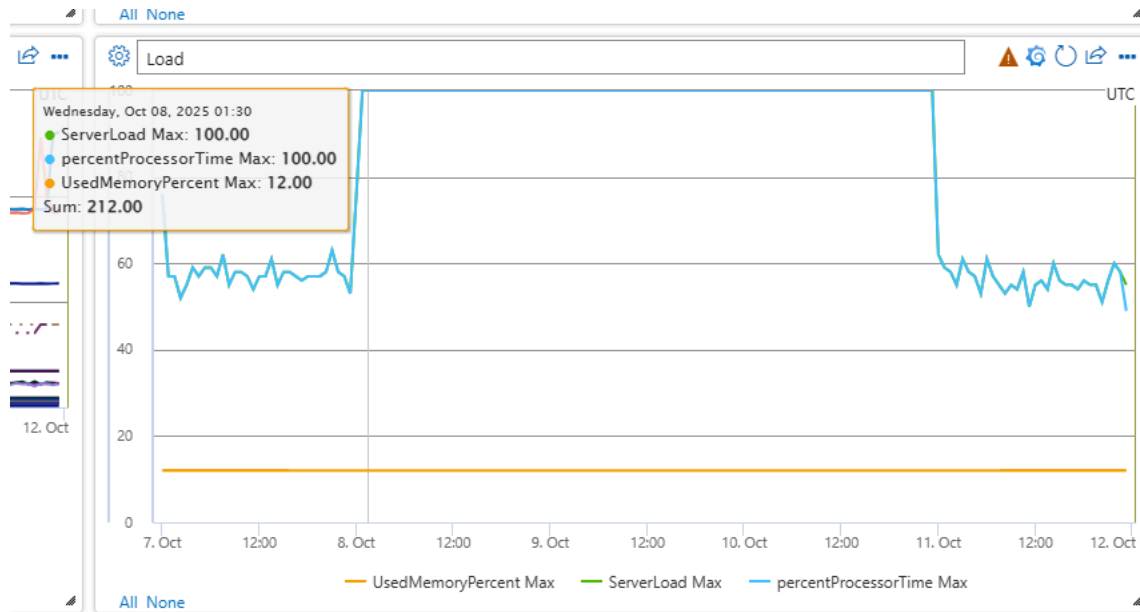
ImageId: /subscriptions/bef3f7d4-7cde-4b55-bb81-413a8671f86e/resourceGroups/redis-enterprise-

images/providers/Microsoft.Compute/galleries/rlabsprodimagegallery/images/RLabsMarinerFIPsImage/versions/7.20136.30822

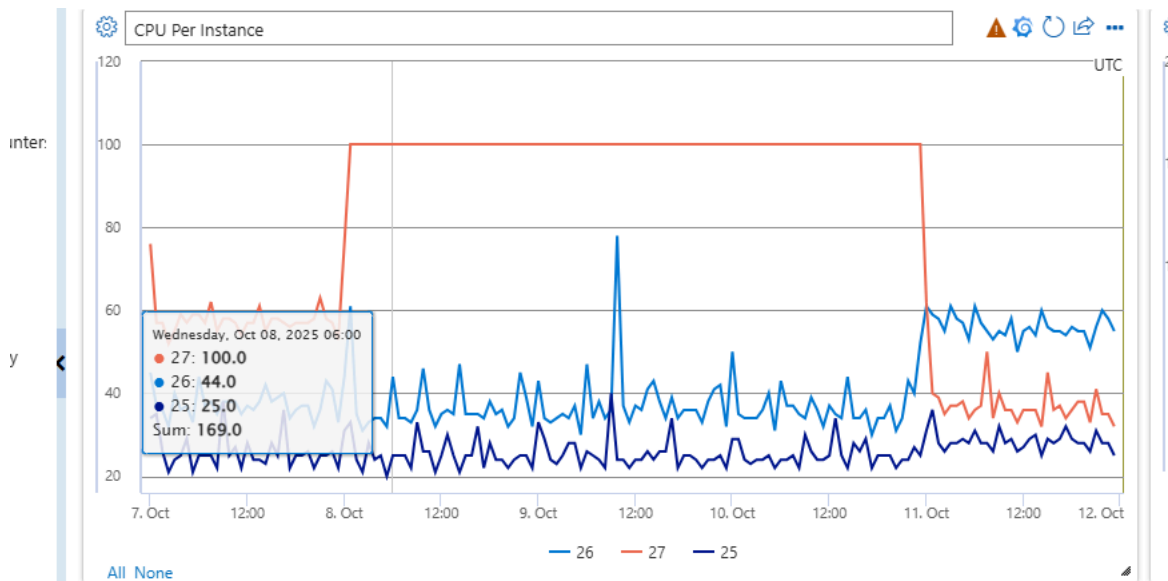
MinTlsVersion: 1.2

There was server load on the cache from Oct 8 th 01:05 UTC and reduced around Oct 10 23:33 UTC

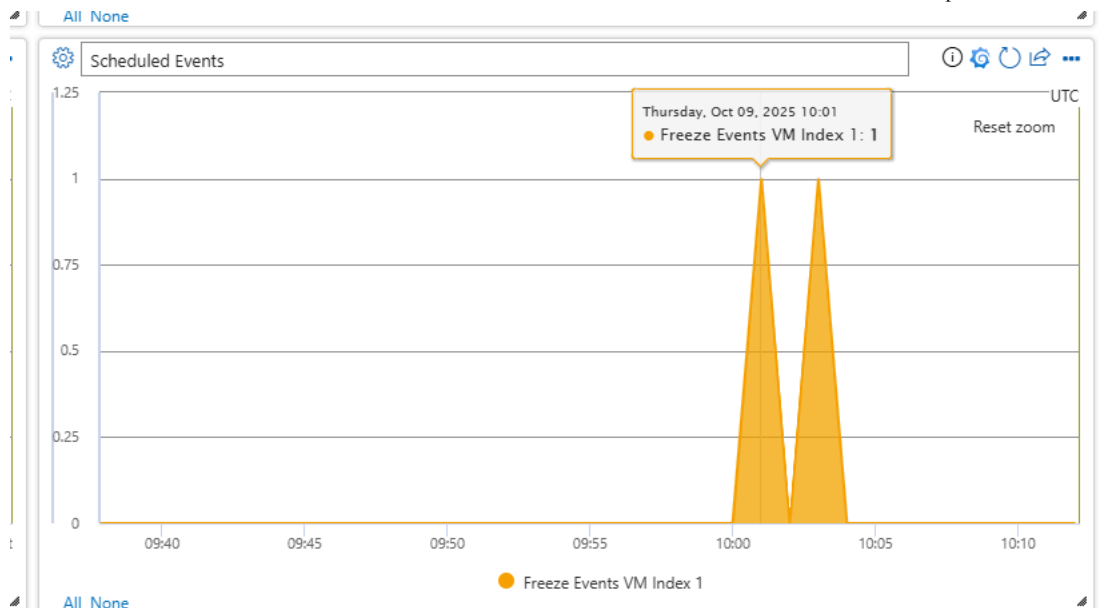
Dashboard Link : [https://jarvis-west.dc.ad.msft.net/dashboard/share/352E1829?overrides=\[{"query":"/\[id='Name'\]","key":"value","replacement":"csie-fnp-linx01-redis03"}, {"query":"/\[id='Microsoft.RegionName'\]","key":"value","replacement":"northeurope"}, {"query":"/\[id='ARMRegion'\]","key":"value","replacement":"northeurope"}, {"query":"/\[id='Region'\]","key":"value","replacement":"northeurope"}, {"query":"/\[id='Tenant'\]","key":"value","replacement":"csie-fnp-linx01-redis03"}, {"query":"/\[id='TenantName'\]","key":"value","replacement":"csie-fnp-linx01-redis03"}\]%20](https://jarvis-west.dc.ad.msft.net/dashboard/share/352E1829?overrides=[{)



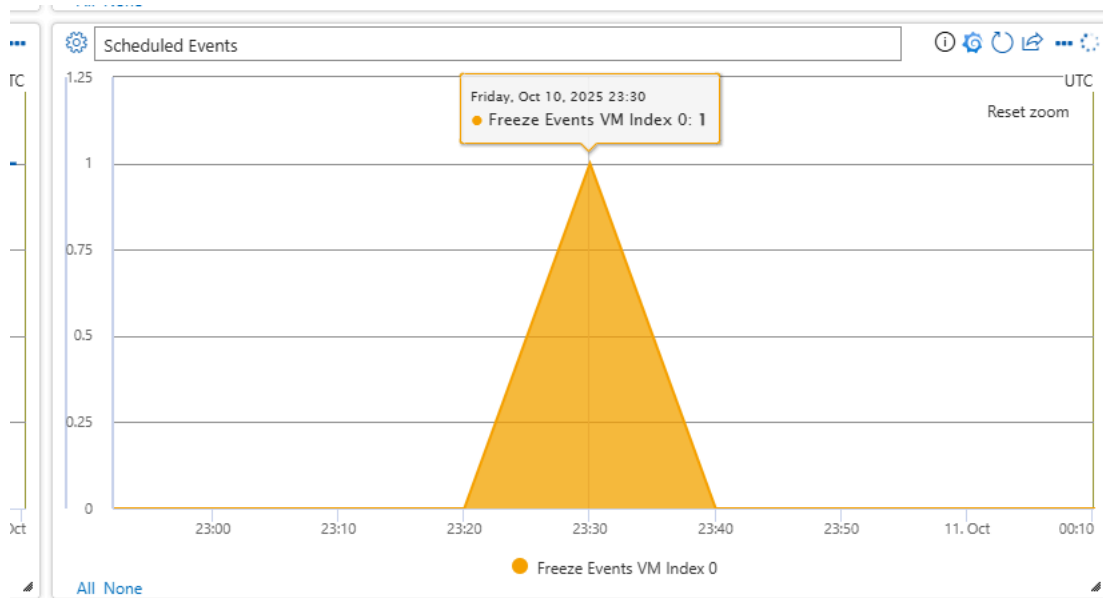
CPU was also running high for the node 27



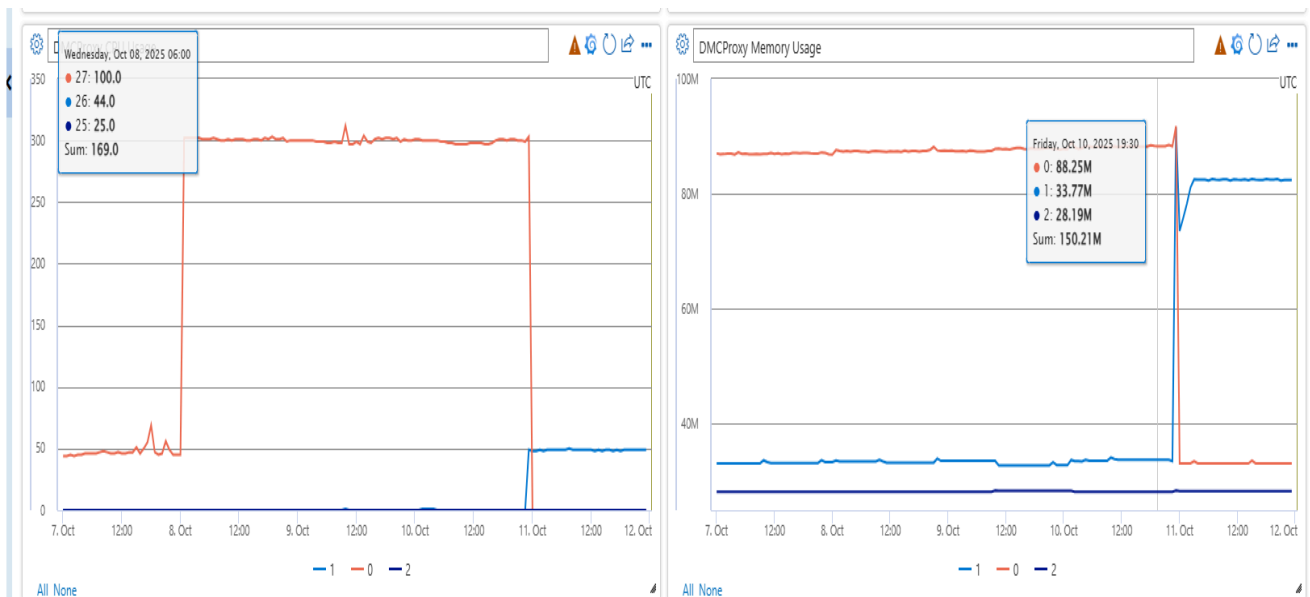
There were freeze events on the VM1 on Oct 9th



And 10th 23:30 utc



DMC Proxy usage was high around the same time



Uri to download sanitized debug package: <https://reproddebugpackages.blob.core.windows.net/packages/northeast/csie-fnp-linx01-redis03/debuginfo.B703F04B112853E9.tar.gz?skoid=0512a334-adff-443d-9730-81560c0e0dee&sktid=33e01921-4d64-4f8c-a055-5bdaffd5e33d&skt=2025-10-17T15%3A40%3A59Z&ske=2025-10-24T14%3A40%3A59Z&sks=b&skv=2023-11-03&sv=2023-11-03&st=2025-10-17T15%3A40%3A59Z&se=2025-10-24T14%3A40%3A59Z&sr=b&sp=r&sig=2QyOe0prOYp%2F4ZqAGnOv2%2Bf7NBNnj%2By6uYDD1dOyLQo%3D>

Could someone please take a look and suggest how we can reduce load for the cache

csgb-fsp-linx01-redis02 and RCA for the cache **csie-fnp-linx01-redis03**

Redis Support Bot Agent

October 17, 2025 at 09:02

Internal note

SLA Package: Legacy

TAM: -

Product: Redis Cloud

Issue Type: Technical Issue

Organization Notes:

Itamar Haber

October 17, 2025 at 09:02

Internal note

2165997

Redis Support Bot Agent

October 17, 2025 at 09:02

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



Parag Marjiwe

October 17, 2025 at 09:10

Hi,

Thank you for reaching out to Redis support.
We confirm that we have received your request regarding an increase in the server load.

We confirm that we have received the support package along with the additional details you provided.
We will start reviewing it and will share our findings soon.

Meanwhile, if you have any additional information or questions, please feel free to let us know.
We appreciate your patience.

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



Parag Marjiwe

October 17, 2025 at 09:12

Internal note

@exazen

Redis Support Bot Agent

October 17, 2025 at 09:12

Internal note

<https://files.cs.redislabs.com/f/f72efbc8493a9329>

Parag Marjiwe

October 17, 2025 at 09:13

Internal note

Redisscope Report for `csie-fnp-linx01-redis03.northeast` cluster!

Redis Support Bot Agent

October 17, 2025 at 09:14

Internal note

File uploaded to SFTP server by internal user parag.marjiwe. Click [here](#) to download it. The file name is RLEC_Customers/146983/debuginfo.B703F04B112853E9_csie-fnp-linx01-redis03.northeast.tar.gz

Analyzer Bot

October 17, 2025 at 09:15

Internal note

Package [debuginfo.B703F04B112853E9_csie-fnp-linx01-redis03.northeast.tar.gz](#) successfully analyzed.

Cluster	csie-fnp-linx01-redis03.northeast	Environment
Version	7.20.0-136125620390	Package Created At
Account	Redislabs	Fri Oct 17 2025 15:30:00 GMT+0000 (Coordinated Universal Time)
		Account Manager
		Nail Sirazitdinov

Solution Architect Nail Sirazitdinov

TAM

Nail Sirazitdinov

Parsed Logs - 2 categories, 1024 entries; Health check - critical:0, warning:2, ok:9

Parag Marjiwe

October 17, 2025 at 09:15

Internal note

@L3_to_review

A high server load issue has been reported on specific Redis Cloud cache servers in the UK South region. Since it's an ACRE issue, we are moving this to L3's GQ. Could you please check further and assist them accordingly? Thanks

Parag Marjiwe

October 17, 2025 at 09:18

Internal note

RedisScope Report for csgb-fsp-linx01-redis02.uksouth cluster!

Redis Support Bot Agent

October 17, 2025 at 09:19

Internal note

File uploaded to SFTP server by internal user parag.marjiwe. Click [here](#) to download it. The file name is RLEC_Customers/146983/debuginfo.FDC41EF7F3967172_csgb-fsp-linx01-redis02.uksouth.tar.gz

Analyzer Bot

October 17, 2025 at 09:20

Internal note

Package [debuginfo.FDC41EF7F3967172_csgb-fsp-linx01-redis02.uksouth.tar.gz](#) successfully analyzed.

Cluster

csgb-fsp-linx01-redis02.uksouth

Environment

Version

7.20.0-136125620390

Package Created At

Fri Oct 17 2025 15:35:00 GMT+0000 (Coordinated Universal Time)

Account

Redislabs

Account Manager

Nail Sirazitdinov

Solution Architect

Nail Sirazitdinov

TAM

Nail Sirazitdinov

Parsed Logs - 1 categories, 171 entries; Health check - critical:0, warning:2, ok:9

Isaac Li

October 17, 2025 at 11:47

Internal note

@l3_review_done

SPs are complete

Isaac Li

October 17, 2025 at 16:10

Internal note

[Marko Trapani](#) Assigning to you as per daily normal assignments. Thank you!

Marko Trapani

October 17, 2025 at 17:33

Internal note

uksouth



uksouth:node:34 -- highest util processes

```
redisla+ 2246 114 0.2 680796 83264 ? Sl Sep19 47195:26 /opt/redislabs/bin/dmcpool -o /var/opt/redislabs/log/dmcpool.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

redisla+ 2181 10.1 0.2 467836 84520 ? Sl Sep19 4185:48 cluster_wd

redisla+ 22341 6.4 2.0 912168 684372 ? Ssl Sep19 2631:34 /opt/redislabs/bin/redis-server-7.4 /var/opt/redislabs/redis/redis-1.conf
*:21519
redisla+ 22379 7.4 2.0 1016596 685564 ? Ssl Sep19 3050:50 /opt/redislabs/bin/redis-server-7.4 /var/opt/redislabs/redis/redis-4.conf
*:25348
```

northeurope



Utilization and latency have dropped off, so the process stats in the support package no longer reveal which processes were responsible

Marko Trapani October 17, 2025 at 17:39
uksouth

Internal note

CLUSTER NODES:													
NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM FLASH		
AVAILABLE_FLASH		VERSION	SHA	RACK-ID	SECOND-RACK-ID	STATUS							
*node:34	master	10.0.0.8	ace:cab:deca::8	vm3	2	0	10.26GB	2/100	4	25.06GB/31.34GB	10.26GB/25.7GB	17.11GB/28.9GB	
943.61MB/23.12GB		7.20.0-136125620390	dceea6	zone-2	-	OK							
node:35	slave	10.0.0.7	ace:cab:deca::7	vm4	0	2	10.43GB	2/100	4	25.24GB/31.34GB	10.43GB/25.7GB	17.1GB/28.9GB	
938.56MB/23.12GB		7.20.0-136125620390	dceea6	zone-3	-	OK							
node:36	slave	10.0.0.9	ace:cab:deca::9	vm5	0	0	0KB	0/0	4	27.01GB/31.34GB	0KB/0KB	17.1GB/28.9GB	
0KB/0KB		7.20.0-136125620390	dceea6	zone-1	-	OK							

Failed task that should be cleared (would prevent upgrade)

```
"resource_mgr:task:0a227058-3818-4593-a2b1-eb1a4e02ae88": {
  "task_id": "0a227058-3818-4593-a2b1-eb1a4e02ae88",
  "error_code": "insufficient_resources",
  "name": "relocate_shards_from_node",
  "status": "failed",
  "bdb_uid": "1",
  "progress": "0",
  "node_uid": "34",
  "error_message": "shard Redis<uid=1,slots=0-8191,role=slave,node=34,bdb_uid=1,used_ram=60654040,required_ram=5587500000,used_flash=0,required_flash=0> cannot be migrated",
  "creation_time": "1758249773"
}
```

GMT: Friday, September 19, 2025 2:42:53 AM
Your time zone: Thursday, September 18, 2025 7:42:53 PM GMT-07:00 DST
Relative: A month ago

northeurope

CLUSTER NODES:													
NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM FLASH		
AVAILABLE_FLASH	VERSION	SHA	RACK-ID	SECOND-RACK-ID	STATUS								
*node:25	slave	10.0.0.6	ace:cab:deca::6	vm2	0	0	0KB	0/0	4	27.08GB/31.34GB	0KB/0KB	17.17GB/28.9GB	
0KB/0KB		7.20.0-136125620390	dceea6	zone-3	-		OK						
node:26	slave	10.0.0.5	ace:cab:deca::5	vm1	2	0	12.21GB	2/100	4	27.01GB/31.34GB	12.21GB/25.7GB	17.11GB/28.9GB	
943.09MB/23.12GB		7.20.0-136125620390	dceea6	zone-2	-		OK						
node:27	master	10.0.0.4	ace:cab:deca::4	vm0	0	2	12.19GB	2/100	4	27GB/31.34GB	12.19GB/25.7GB	17.11GB/28.9GB	
942.1MB/23.12GB		7.20.0-136125620390	dceea6	zone-1	-		OK						

Looks like shards failed over to node: 26 from node: 27

Another failed task that would prevent upgrade

```
"resource_mgr:task:4100268b-3d0b-482f-a9e3-1e98ce5f8b0c": {
  "task_id": "4100268b-3d0b-482f-a9e3-1e98ce5f8b0c",
  "name": "relocate_shards_from_node",
  "bdb_uid": "1",
}
```



```
{
  "error_code": "insufficient_resources",
  "error_message": "shard Redis<uid=2,slots=0-8191,role=slave,node=27,bdb_uid=1,used_ram=60650936,required_ram=5587500000,used_flash=0,required_flash=0> cannot be migrated",
  "creation_time": "1760139971",
  "node_uid": "27",
  "progress": "0",
  "status": "failed"
}
```

GMT: Friday, October 10, 2025 11:46:11 PM
Your time zone: Friday, October 10, 2025 4:46:11 PM GMT-07:00 DST
Relative: 7 days ago

Biradavolu Uma Sainath October 20, 2025 at 08:16

Hey Parag Marjiwe

Could you please provide us an update on this

Marko Trapani October 20, 2025 at 11:06

Hi Biradvolu,

This is Marko Trapani from Redis Support, and I am the engineer assigned to your ticket. I have been reviewing your support package logs and metrics and will get back to you with my analysis soon.

In the meantime, please let us know if anything else comes up.

Best,
Marko Trapani
Technical Support Engineer, Redis

Marko Trapani October 20, 2025 at 18:09

Hi team,

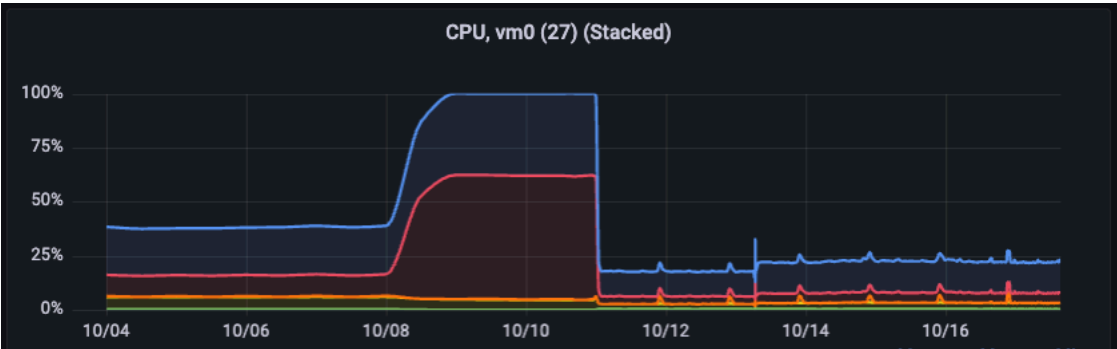
I have reviewed the data available to us, and the high server CPU usage seems to be associate with high dmcproxy utilization on the node of each cluster which hosts (or hosted) the 2 master shards.

At the time of support package collection, the **northeuropa** cluster's master shards had already been failed over to `node:26` from `node:27` ...

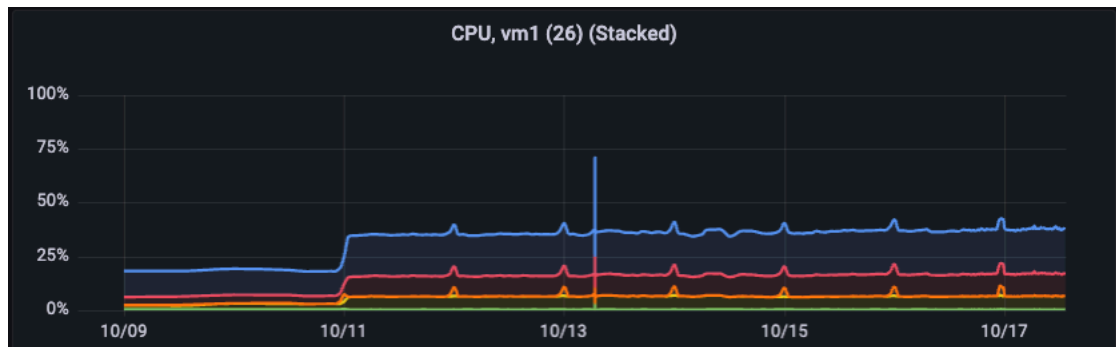
CLUSTER NODES:

NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM	FLASH
AVAILABLE_FLASH	VERSION	SHA	RACK-ID	SECOND-RACK-ID	STATUS							
*node:25	slave	10.0.0.6	ace:cab:deca::6	vm2	0	0	0KB	0/0	4	27.08GB/31.34GB	0KB/0KB	17.17GB/28.9GB
0KB/0KB	7.20.0-136125620390	dceea6	zone-3	-	OK							
node:26	slave	10.0.0.5	ace:cab:deca::5	vm1	2	0	12.21GB	2/100	4	27.01GB/31.34GB	12.21GB/25.7GB	17.11GB/28.9GB
943.09MB/23.12GB	7.20.0-136125620390	dceea6	zone-2	-	OK							
node:27	master	10.0.0.4	ace:cab:deca::4	vm0	0	2	12.19GB	2/100	4	27GB/31.34GB	12.19GB/25.7GB	17.11GB/28.9GB
942.1MB/23.12GB	7.20.0-136125620390	dceea6	zone-1	-	OK							

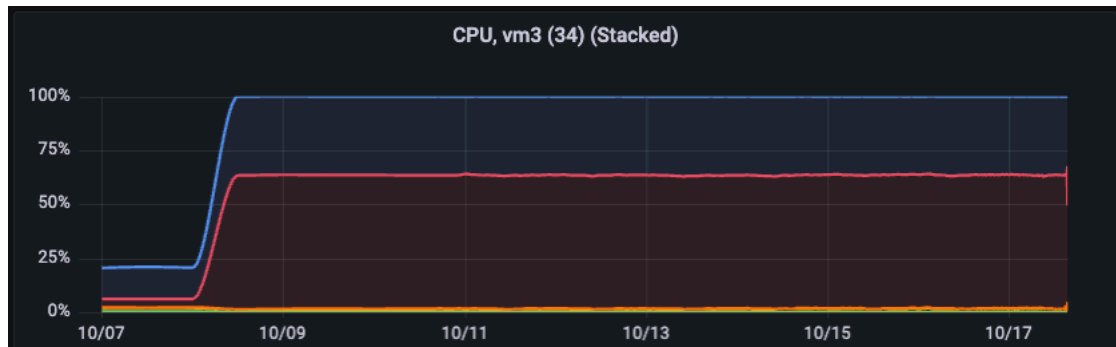
... while `node:27` is where we saw the 100% CPU usage:



Since **10/11**, traffic was redirected through `node:26` 's proxy when master shards were failed over, so this new server CPU's usage is increased, but it is much more under control than it was on `node:27` :



uksouth, on the other hand, still appeared to be experiencing 100% CPU usage on `node:34`, where the master shards had not yet failed over (at time of SP capture):



Topology:

CLUSTER NODES:

NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM	FLASH
AVAILABLE_FLASH	VERSION	SHA	RACK-ID	SECOND-RACK-ID	STATUS							
*node:34	master	10.0.0.8	ace:cab:deca::8	vm3	2	0	10.26GB	2/100	4	25.06GB/31.34GB	10.26GB/25.7GB	17.11GB/28.9GB
943.61MB/23.12GB	7.20.0-136125620390	dceea6	zone-2	-	OK							
node:35	slave	10.0.0.7	ace:cab:deca::7	vm4	0	2	10.43GB	2/100	4	25.24GB/31.34GB	10.43GB/25.7GB	17.1GB/28.9GB
938.56MB/23.12GB	7.20.0-136125620390	dceea6	zone-3	-	OK							
node:36	slave	10.0.0.9	ace:cab:deca::9	vm5	0	0	0KB	0/0	4	27.01GB/31.34GB	0KB/0KB	17.1GB/28.9GB
0KB/0KB	7.20.0-136125620390	dceea6	zone-1	-	OK							

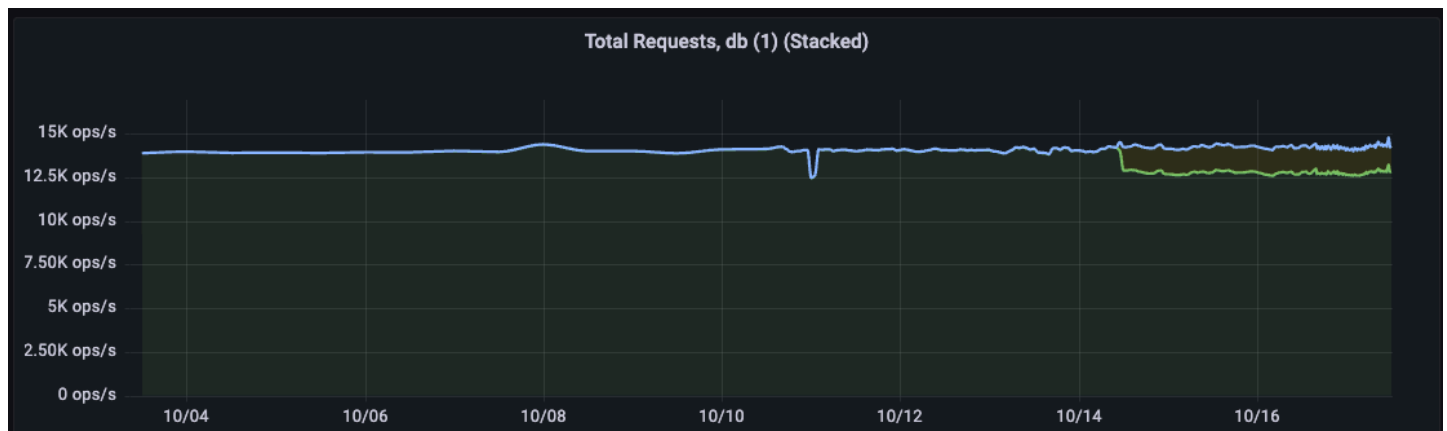
Even though we don't have this data for the other cluster when its `node:27` was impacted, we have good reason to believe that BOTH clusters server CPU increase was driven by a jump in dmcproxy CPU utilization, given what we see in **uksouth**'s process list for `node:34`:

```
redislab+ 2246 114 0.2 680796 83264 ? S1 Sep19 47195:26 /opt/redislabs/bin/dmcproxy -0 /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
```

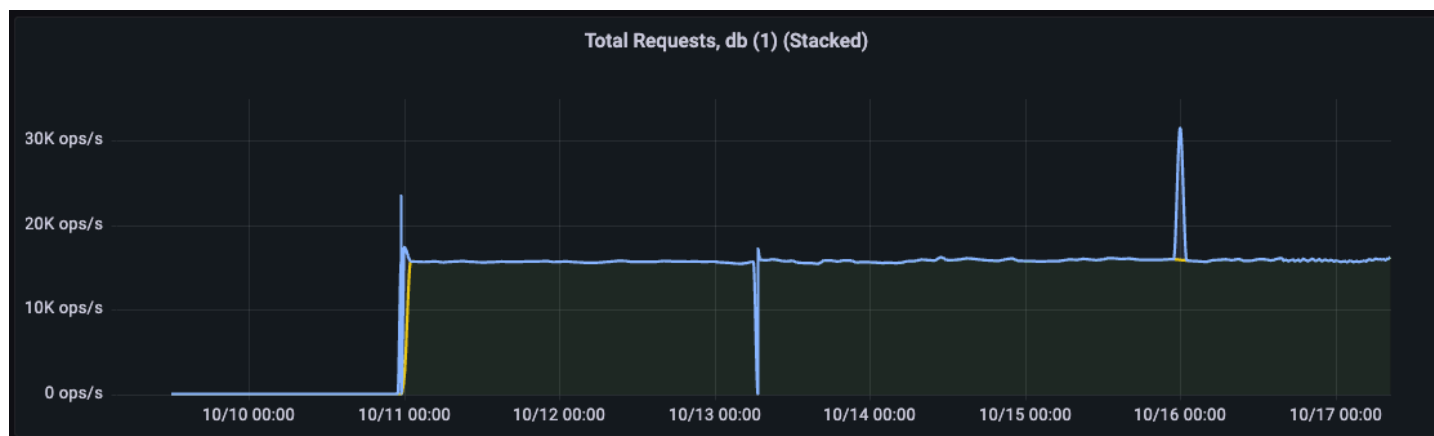
This indicates dmcproxy on its own was consuming `1.14` cores at the time of SP capture in **uksouth**

Now, unfortunately, the rest of the data we have does not help us much in identifying the underlying reason for the DMC's rapid CPU utilization spike. From what I see in the support package metrics, the actual DB requests (ops/sec) did not seem to vary too much during this time period:

uksouth



northeurope -- for some reason we are missing the relevant request data for when traffic was going through `node:27` from **10/8 - 10/11**



Regardless, with all this having been said, if you are still experiencing elevated CPU or dmcproxy usage in **uksouth**, I encourage you to consider triggering a failover of its master shards as a potential workaround.

Alternatively, for the purposes of troubleshooting, if the issue *IS* still ongoing, we might consider running our "logtop" script to get a finer/more-detailed view of the dmcproxy thread utilization.

Please let us know what the current state of both clusters are. Does either cluster have a server with 100% CPU usage still?

Best,
Marko Trapani
Technical Support Engineer, Redis

Marko Trapani October 20, 2025 at 18:11

Internal note

Might have to seek help from someone who has access to the Geneva dashboards since I recently lost my access

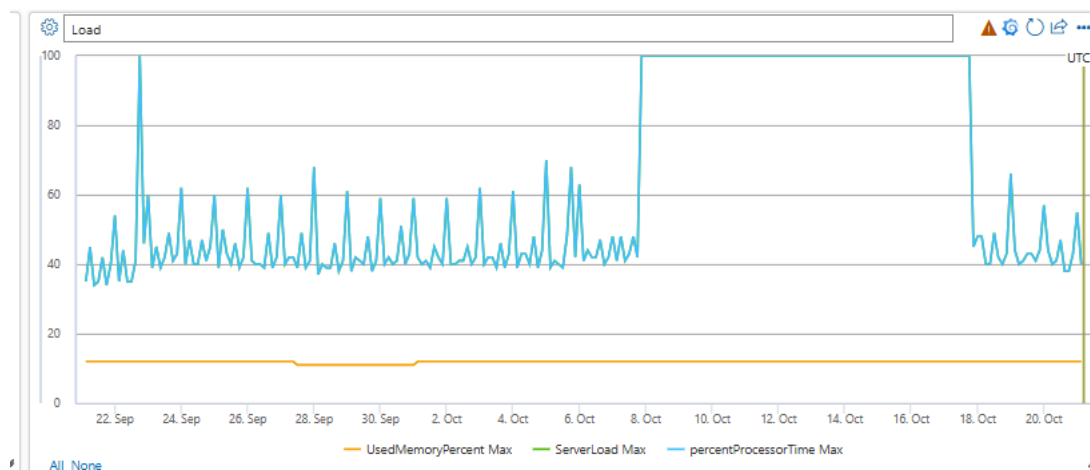
Vishnu Devireddy October 20, 2025 at 22:10

Hi Marko

For the caches "csgb-fsp-linx01-redis02" &

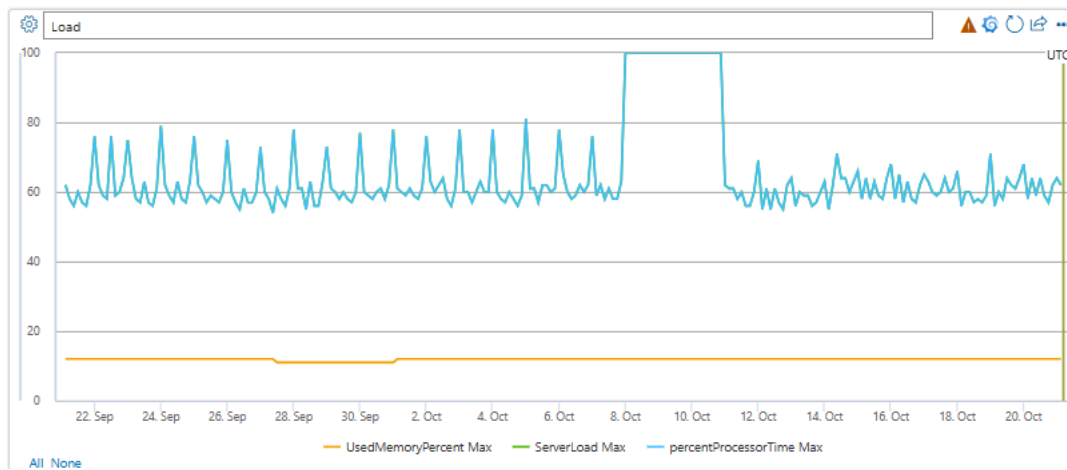
I could see server load has been reduced now

For cache "csgb-fsp-linx01-redis02":



dashboard link: [https://jarvis-west.dc.ad.msft.net/dashboard/share/AFCBDF72?overrides=\[{"query":"/\[/\[id='Name'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}, {"query":"/\[/\[id='Microsoft.RegionName'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='ARMRegion'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='Region'\]","key":"value","replacement":"uksouth"}, {"query":"/\[/\[id='Tenant'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}, {"query":"/\[/\[id='TenantName'\]","key":"value","replacement":"csgb-fsp-linx01-redis02"}\]&globalStartTime=1758430492331&globalEndTime=1761022492331&pinGlobalTimeRange=true](https://jarvis-west.dc.ad.msft.net/dashboard/share/AFCBDF72?overrides=[{)

For cache "csie-fnp-linx01-redis03":



Dashboard link: [https://jarvis-west.dc.ad.msft.net/dashboard/share/A7224E40?overrides=\[{"query":"/\[/\[id='Name'\]","key":"value","replacement":"csie-fnp-linx01-redis03"}, {"query":"/\[/\[id='Microsoft_RegionName'\]","key":"value","replacement":"northeurope"}, {"query":"/\[/\[id='ARMRegion'\]","key":"value","replacement":"northeurope"}, {"query":"/\[/\[id='Region'\]","key":"value","replacement":"northeurope"}, {"query":"/\[/\[id='Tenant'\]","key":"value","replacement":"csie-fnp-linx01-redis03"}, {"query":"/\[/\[id='TenantName'\]","key":"value","replacement":"csie-fnp-linx01-redis03"\]}%20](https://jarvis-west.dc.ad.msft.net/dashboard/share/A7224E40?overrides=[{)

and from statusextraall, Observed that the cache is healthy and fine

For cache "csgb-fsp-linx01-redis02":

Ran command. Script Response Message=

Enable succeeded:

[stdout]

CLUSTER:

OK. Cluster master: 37 (10.0.0.6)

Cluster health: OK, (0, 0.0, 0.0)

failures/minute - avg1 0.00, avg15 0.00, avg60 0.00.

CLUSTER NODES:

NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM	FLASH
node:37	master	10.0.0.6	ace:cab:deca::6	vm0	2	0	12.27GB	2/100	4	27.07GB/31.34GB	12.27GB/25.7GB	16.75GB/28
node:38	slave	10.0.0.5	ace:cab:deca::5	vm1	0	2	12.14GB	2/100	4	26.94GB/31.34GB	12.14GB/25.7GB	17.04GB/28
*node:39	slave	10.0.0.4	ace:cab:deca::4	vm2	0	0	0KB	0/0	4	28.23GB/31.34GB	0KB/0KB	17.02GB/28

DATABASES:

DB:ID	NAME	TYPE	STATUS	SHARDS	MEMORY_SIZE	PLACEMENT	REPLICATION	PERSISTENCE	ENDPOINT	CRDB	EXEC	ST
db:1	db	redis	active	2	20.82GB	dense	enabled	disabled	redis-10000.csgb-fsp-linx01-redis02.uksouth:10000	yes	N/A	

ENDPOINTS:

DB:ID	NAME	ID	NODE	ROLE	SSL	WATCHDOG_STATUS
db:1	db	endpoint:1:1	all	all-nodes	All	OK

SHARDS:

DB:ID	NAME	ID	NODE	ROLE	SLOTS	USED_MEMORY	RAM_FRAG	WATCHDOG_STATUS	STATUS
db:1	db	redis:1	node:37	master	0-8191	641.95MB	26.13MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:2	node:38	slave	0-8191	640.37MB	20.47MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:3	node:38	slave	8192-16383	640.48MB	20.28MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:4	node:37	master	8192-16383	642.23MB	25.27MB	OK	OK, OLD CRDB FEATURESSET VERSION

(Succeeded)

[stderr]

and for cache "csie-fnp-linx01-redis03":

Ran command. Script Response Message=

Enable succeeded:

[stdout]

CLUSTER:

OK. Cluster master: 27 (10.0.0.4)

Cluster health: OK, (0, 0.0, 0.0)

failures/minute - avg1 0.00, avg15 0.00, avg60 0.00.

CLUSTER NODES:

NODE:ID	ROLE	ADDRESS	EXTERNAL_ADDRESS	HOSTNAME	MASTERS	SLAVES	OVERBOOKING_DEPTH	SHARDS	CORES	FREE_RAM	PROVISIONAL_RAM	FLASH
node:25	slave	10.0.0.6	ace:cab:deca::6	vm2	0	0	0KB	0/0	4	27.07GB/31.34GB	0KB/0KB	17.11GB/28
*node:26	slave	10.0.0.5	ace:cab:deca::5	vm1	2	0	12.06GB	2/100	4	26.86GB/31.34GB	12.06GB/25.7GB	17.11GB/28
node:27	master	10.0.0.4	ace:cab:deca::4	vm0	0	2	12.22GB	2/100	4	27.02GB/31.34GB	12.22GB/25.7GB	17.11GB/28

DATABASES:

DB:ID	NAME	TYPE	STATUS	SHARDS	PLACEMENT	REPLICATION	PERSISTENCE	ENDPOINT	CRDB	EXEC	STATE	EXEC
db:1	db	redis	active	2	dense	enabled	disabled	redis-10000.csie-fnp-linx01-redis03.northeurope:10000	yes	N/A		N/A

ENDPOINTS:

DB:ID	NAME	ID	NODE	ROLE	SSL	WATCHDOG_STATUS
db:1	db	endpoint:1:1	all	all-nodes	All	OK

SHARDS:

DB:ID	NAME	ID	NODE	ROLE	SLOTS	USED_MEMORY	RAM_FRAG	WATCHDOG_STATUS	STATUS
db:1	db	redis:1	node:26	master	0-8191	642.01MB	22.49MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:2	node:27	slave	0-8191	640.6MB	24.09MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:3	node:26	master	8192-16383	642.09MB	23.72MB	OK	OK, OLD CRDB FEATURESSET VERSION
db:1	db	redis:4	node:27	slave	8192-16383	640.71MB	24.77MB	OK	OK, OLD CRDB FEATURESSET VERSION

(Succeeded)

`[stderr]`

Ask: Can you please take a look on why server load got increased

Thanks and Regards
Vishnu Devireddy

Marko Trapani October 21, 2025 at 12:24

Internal note

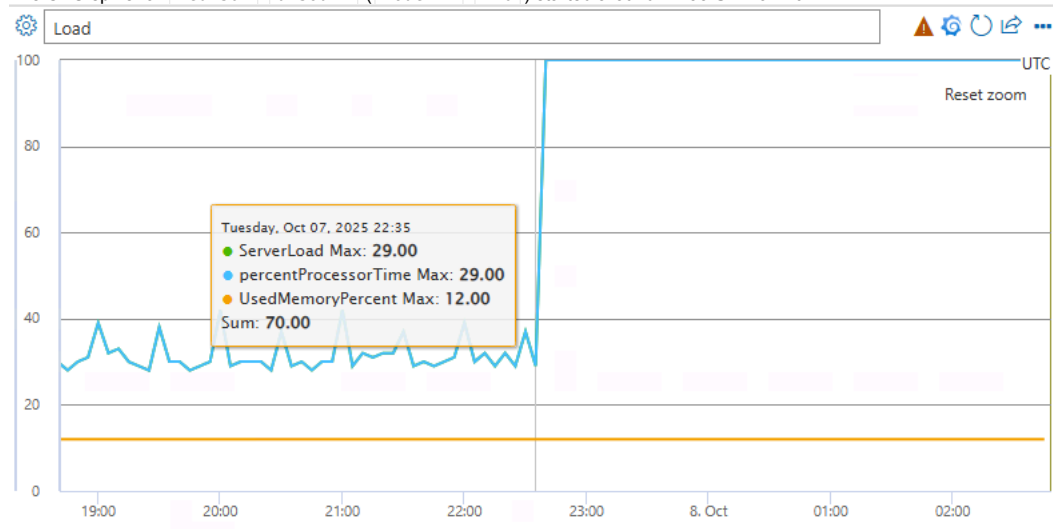
How to create corepack: <https://redislabs.atlassian.net/wiki/spaces/DevOps/pages/763428992/Creating+a+Corepack>

Marko Trapani October 21, 2025 at 12:31

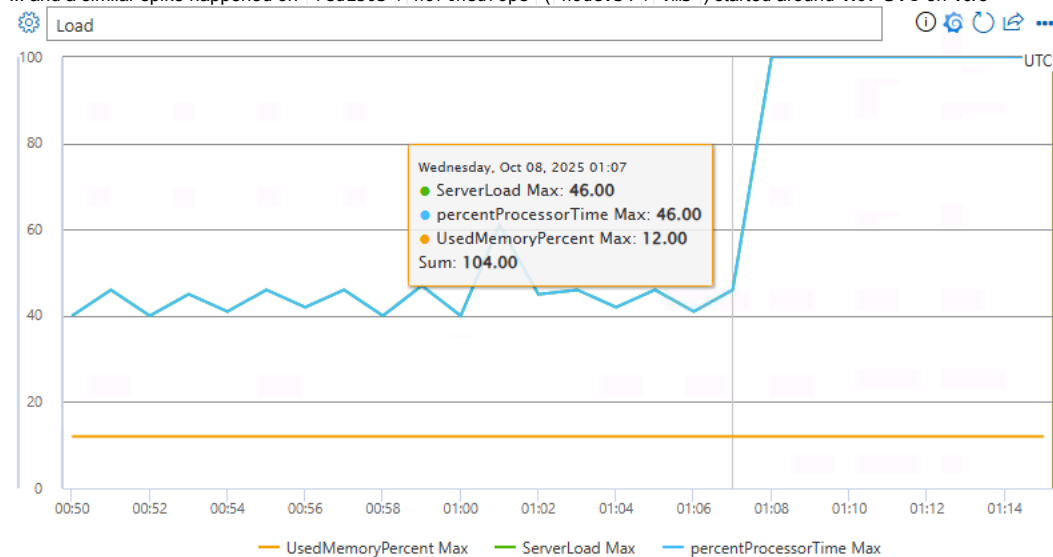
Hi Vishnu,

My colleague Bryan and I did a deep dive into the metrics and logs in Geneva, and, unfortunately, we won't be able to get a complete root cause with the information available to us. Here's what we do know:

The CPU spike for `redis02 / uksouth (node:27 / vm0)` started around **22:35 UTC on 10/7...**



... and a similar spike happened on `redis03 / northeurope (node:34 / vm3)` started around **1:07 UTC on 10/8**



We noticed a pattern present in DMC logging for both nodes `"audit message can't be sent and must be dropped"` on both clusters around this time:

DGrep Kusto

Q Server Query Open Save Settings Link

RedisEnterDP

Events to search

type event name...

☐ Select All

☒ redisEnterprise

☐ CriticalLogs

☐ LinuxAsmAlert

☐ LinuxAsmAudit

☐ Show Azure security pack events

Time range

Now 10/07/2025 22:20 UTC ± + - 30 Minutes

-5mins -1 min +1 min +5mins 1 2 3 5 15 30

Scoping conditions

Select a comparand, operator, and value or values for each condition you require.

Tenant == csgb-fsp-linx01-redis02

Field

Filtering conditions

Select a comparand, operator, and value or values for each condition you require.

Field

Miscellaneous

Client Query

```
1 where !it.any("Received error event in ssl connection")
2 and !on.contains("envoy")
3 and !on.contains("cm_http")
4 and !on.contains("ccs-redis")
5 and On.contains("dmcproxy")
6 orderby PreciseTimeStamp
```

Logs Find... prefix with '-' to negate Chart Aggregates

PreciseTimeStamp	RoleInstance	log
10-07-2025 22:39:12	5	74) 2025-10-07 22:39:10.873 [3968] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579e19e040 socket disconnected
10-07-2025 22:39:12	5	75) 2025-10-07 22:39:10.873 [3969] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579cf9e040 socket disconnected
10-07-2025 22:39:12	5	76) 2025-10-07 22:39:10.873 [3969] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579cf9e040 socket disconnected
10-07-2025 22:39:12	5	77) 2025-10-07 22:39:10.873 [3968] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d579e19e040 socket disconnected
10-07-2025 22:39:12	5	78) 2025-10-07 22:39:10.873 [3972] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d57baa291c0 socket disconnected
10-07-2025 22:39:12	5	79) 2025-10-07 22:39:10.873 [3972] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7d57baa291c0 socket disconnected
10-07-2025 22:39:12	4	108702) 2025-10-07 22:39:11.649 [3819] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbe79e040 socket disconnected
10-07-2025 22:39:12	4	108703) 2025-10-07 22:39:11.649 [3821] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbc9e040 socket disconnected
10-07-2025 22:39:12	4	108704) 2025-10-07 22:39:11.649 [3823] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbb9e040 socket disconnected
10-07-2025 22:39:12	4	108705) 2025-10-07 22:39:11.649 [3819] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbe79e040 socket disconnected
10-07-2025 22:39:12	4	108706) 2025-10-07 22:39:11.649 [3821] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbc9e040 socket disconnected
10-07-2025 22:39:12	4	108707) 2025-10-07 22:39:11.649 [3823] INF dmc.audit (disconnected@dmc_audit.cpp:234) - audit 0x7b3bbb9e040 socket disconnected
10-07-2025 22:39:15	4	108708) 2025-10-07 22:39:13.905 [3819] INF ifr.gnrl (send@dmc_audit.cpp:142) - audit message cant be sent and must be dropped (Socket error)

SearchWorker Geneva SourceEvent RedisEnterDPRedisEnterpriseVer3v0 SourceMoniker redisenterdpdiagln authority (blank) bytes_received (blank) bytes_sent (blank) duration (blank) log_level (blank) logger (blank) message (blank) method (blank) On /var/opt/redislabs/log/dmcproxy.log path (blank) pid (blank) protocol (blank) Region uksouth response_code (blank) response_flags (blank) role (blank) Role node Tenant csgb-fsp-linx01-redis02 thread (blank) upstream_host (blank) user_agent (blank) x_envoy_upstream_service_time (blank) x_forwarded_for (blank) x_request_id (blank)

Jarvis Dashboard Health Logs Actions Manage Agent Orb

Docs Select Incident

DGrep Kusto

Q Server Query Open Save Settings Link

RedisEnterDP

Events to search

type event name...

☐ Select All

☒ RedisBucketDmcProxy

☐ CriticalLogs

☐ LinuxAsmAlert

☐ LinuxAsmAudit

☐ Show Azure security pack events

Time range

Now 10/08/2025 00:30 UTC ± + - 45 Minutes

-5mins -1 min +1 min +5mins 1 2 3 5 15 30

Scoping conditions

Select a comparand, operator, and value or values for each condition you require.

Tenant == csgb-fsp-linx01-redis03

Field

Filtering conditions

Select a comparand, operator, and value or values for each condition you require.

Field

Miscellaneous

Client Query

```
1 where RoleInstance = "0"
2 and !log.contains("Received error event in ssl connection")
3 orderby PreciseTimeStamp
```

Logs Find... prefix with '-' to negate Chart Aggregates

PreciseTimeStamp	log
10-08-2025 01:00:16	241114) 2025-10-08 01:00:15.530 [22397] INF ifr.gnrl (change_notification_thread@ccs_context.c:368) - change_notification_thr...
10-08-2025 01:00:16	241115) 2025-10-08 01:00:15.530 [22370] INF ifr.gnrl (dmc_mgmt_handle_change_notify@mgmt.cpp:4630) - Processing configuration...
10-08-2025 01:00:16	241116) 2025-10-08 01:00:15.530 [22370] INF ifr.gnrl (dmc_mgmt_handle_change_notify@mgmt.cpp:4635) - Encountered DMC Identifi...
10-08-2025 01:06:28	241164) 2025-10-08 01:06:27.142 [22407] INF ifr.gnrl (send@dmc_audit.cpp:142) - audit message cant be sent and must be dropped (Socket 0x763ee48d7e0 : Disconnected) (...this message was skipped 1 times in the past 5 seconds.)
10-08-2025 01:06:36	241165) 2025-10-08 01:06:35.190 [22410] INF ifr.gnrl (send@dmc_audit.cpp:142) - audit message cant be sent and must be droppe...

SearchWorker Geneva SourceEvent RedisEnterDPRedisBucketDmcProxyVer3v0 SourceMoniker redisenterdpdiagdb On /var/opt/redislabs/log/dmcproxy.log

But other than that, there are no smoking guns in the dmcproxy (or any other) service logs. Other metrics suggest there is no justification for such a dramatic jump in dmc CPU utilization. It seems very likely that we are observing a dmcproxy service bug, so we plan to file an issue with our R&D team to get them involved.

I suspect that the only way we'll be able to get more insight into this issue will be by obtaining a core dump from one of the affected dmcproxy processes *WHILE* the issue is ongoing. However, from what I understand, you do not yet have an approved method for collecting core dumps.

I will confirm with our R&D team as to whether this will be critical to understand the root cause and will report back. In the meantime, please let us know if anything else comes up.

Best,
Marko Trapani
Technical Support Engineer, Redis

Marko Trapani October 21, 2025 at 12:39

Typo correction:

- uksouth 's issue occurred on node:34 / vm3
- northeurope 's issue occurred on node:27 / vm3

Marko Trapani October 21, 2025 at 18:53

Hi team,

As it turns out, this issue has been observed more than once in ACRE clusters before (see [RED-172734/ZD-146404](#), [RED-172012/ZD-146173](#)). These issues are currently under investigation by our R&D team, but I will add this third occurrence to these issues to ensure the investigation(s) are expedited.

We will keep you updated as soon as we know more. In the meantime, please let us know if anything else comes up!

Best,
Marko Trapani
Technical Support Engineer, Redis

Pratikshya Sasmal October 22, 2025 at 10:01

Hi Marko,

Thanks for the update. As the customer needs root cause details, could you please prioritize the investigation?

Marko Trapani October 22, 2025 at 12:55

Hi Pratikshya,

Absolutely. I have linked this issue to **RED-172012** and will do my best to get it prioritized.

Best,
Marko Trapani
Technical Support Engineer, Redis

Marko Trapani October 22, 2025 at 13:09

Internal note

Uploaded packages to GT Logs:

```
s3://qt-logs/extra-to-gt/ZD-146983-RED-172012/debuginfo.FDC41EF7F3967172_csqb-fsp-linux01-redis02.uksouth.tar.gz  
s3://gt-logs/extra-to-gt/ZD-146983-RED-172012/debuginfo.B703F04B112853E9_csie-fnp-linux01-redis03.northeurope.tar.gz
```

Biradavolu Uma Sainath October 24, 2025 at 06:11

Hey [Marko Trapani](#),

Could you please prioritize this Customer escalating on our end and pushing for updates on RCA

Biradavolu Uma Sainath October 24, 2025 at 06:28

Urgent

Hey [Marko Trapani](#),

Could you please update the Priority to Urgent as customer increased the severity to Sev2 in our queue

Redis Support Bot Agent October 24, 2025 at 06:28

A keyword in your last message automatically changed the ticket priority to Urgent. We will assess the urgency and update you as soon as possible.

Regards,
Redis Support Automated Services

Redis Support Bot Agent October 24, 2025 at 06:28

Internal note

Pagerduty triggered by keyword./n/nL1 please evaluate the correct ticket priority and set it in the ticket field.

PagerDuty October 24, 2025 at 06:28

Internal note

Pagerduty alert for the ticket [#146983](#) has been triggered to **Sumedh Waghmare** in PagerDuty. Click [here](#) to view the incident.

PagerDuty October 24, 2025 at 06:28

Internal note

Sumedh Waghmare has resolved the PagerDuty incident for Zendesk ticket [#146983](#). Click [here](#) to view the incident.

Sumedh Waghmare October 24, 2025 at 06:30

Internal note

@L3_to_review
@SupportRL! Escalating and releasing to GQ.
Please assist further.
Thanks.

PagerDuty October 24, 2025 at 06:30

Internal note

Pagerduty alert for the ticket [#146983](#) has been triggered to **Ahmed Alnoamany** in PagerDuty. Click [here](#) to view the incident.

PagerDuty October 24, 2025 at 06:31

Internal note

Ahmed Alnoamany has resolved the PagerDuty incident for Zendesk ticket [#146983](#). Click [here](#) to view the incident.

Ahmed Alnoamany October 24, 2025 at 06:43

Hi Biradavolu,

The ticket's priority has been updated to Urgent. We are still awaiting updates from our R&D team. Could you please confirm what is the current impact? Is the high CPU causing any performance degradation?

Best Regards,

Ahmed Alnoamany
Technical Support Team Leader
The Redis Team
[Blog](#) | [X](#) | [LinkedIn](#)

Biradavolu Uma Sainath October 24, 2025 at 06:58

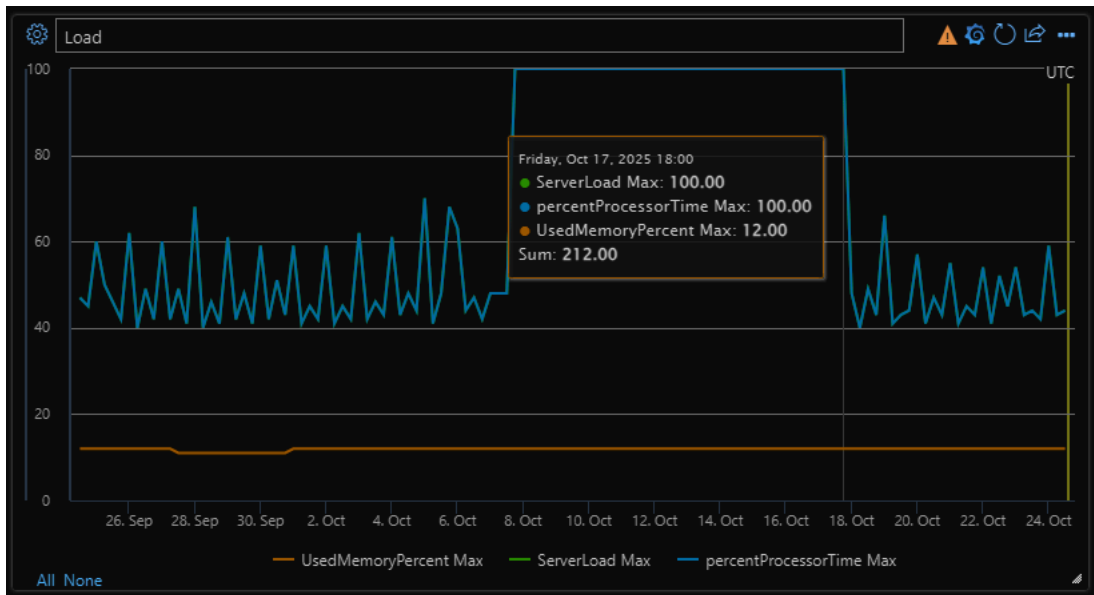
Customer mentioned due to this elevated server load on cache their business got impacted badly to avoid it earliest they are escalating for RCA and increased the severity on our incident

Nathan Mann October 24, 2025 at 07:26

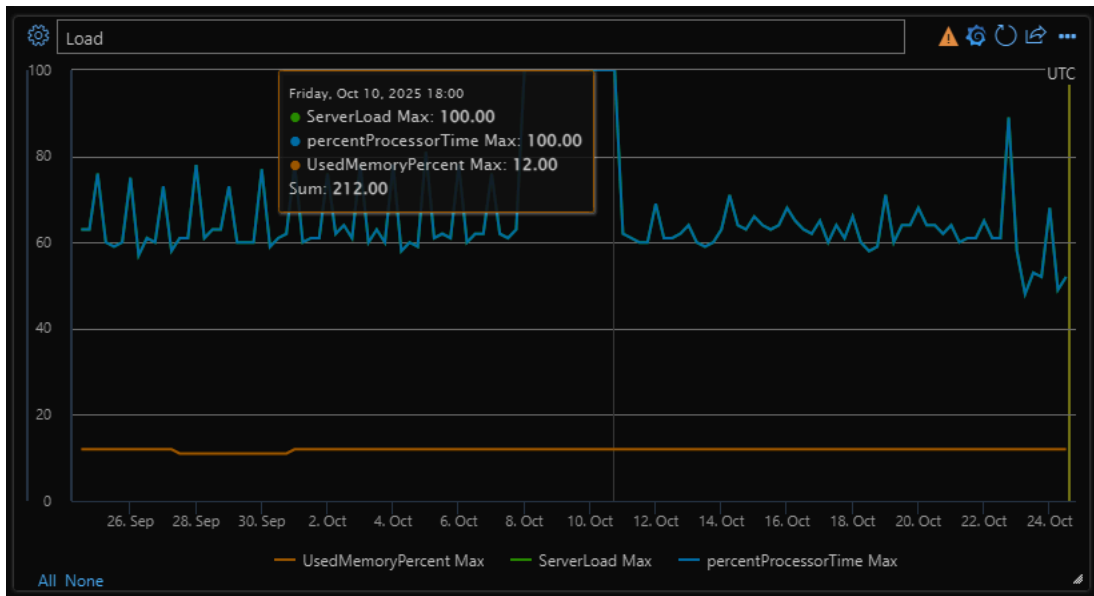
Internal note

Looking at the current dashboards, this appears to be fully in the past:

uksouth



northeurope

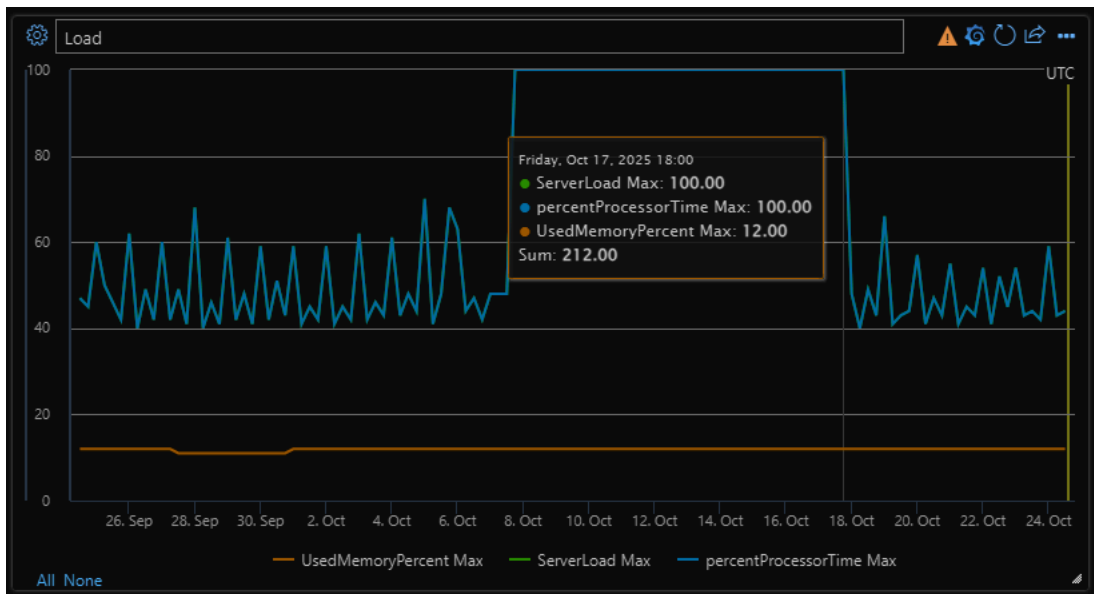


Louis Scheffer October 24, 2025 at 07:40

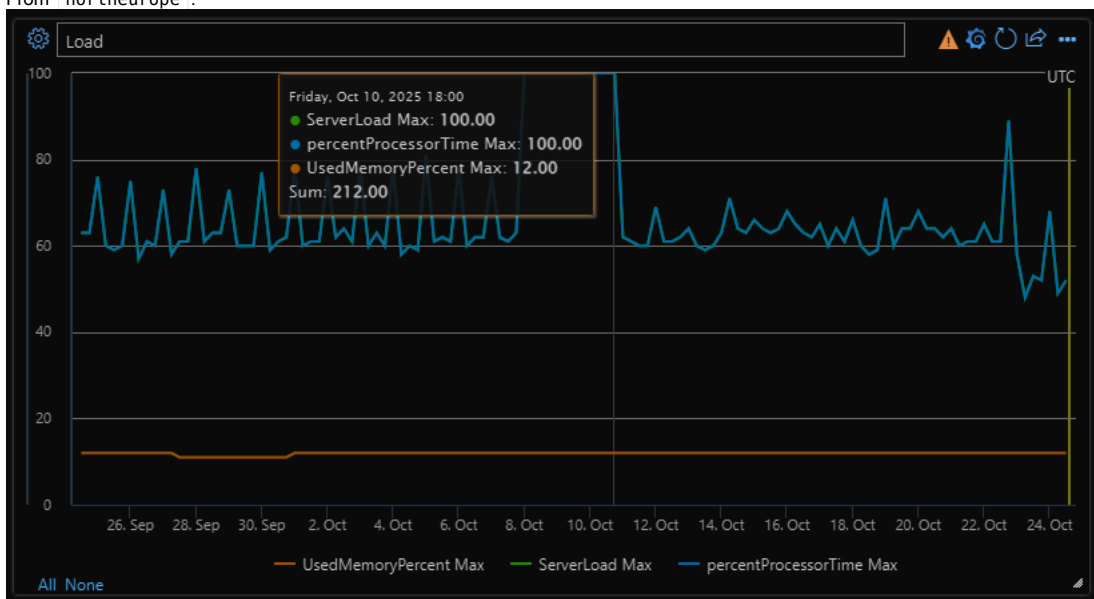
Hi Biradavolu,

For confirmation, this is regarding a past issue and not currently ongoing?

From **uksouth** :



From **northeurope**:



Best Regards,
Louis Scheffer
Technical Support Engineer
The Redis Team
Toronto, Canada 📍

Nathan Mann October 24, 2025 at 07:43

Internal note

I've also inquired regarding the same in an ongoing teams chat with their engineering manager that was used to investigate these occurrences yesterday:

Yanbing Shi regarding Support Ticket 146983 on our side for [Incident-699125975 Details - lCM](#) for this (the most recent event), the ticket was just raised to "Urgent" by the Azure SRE?

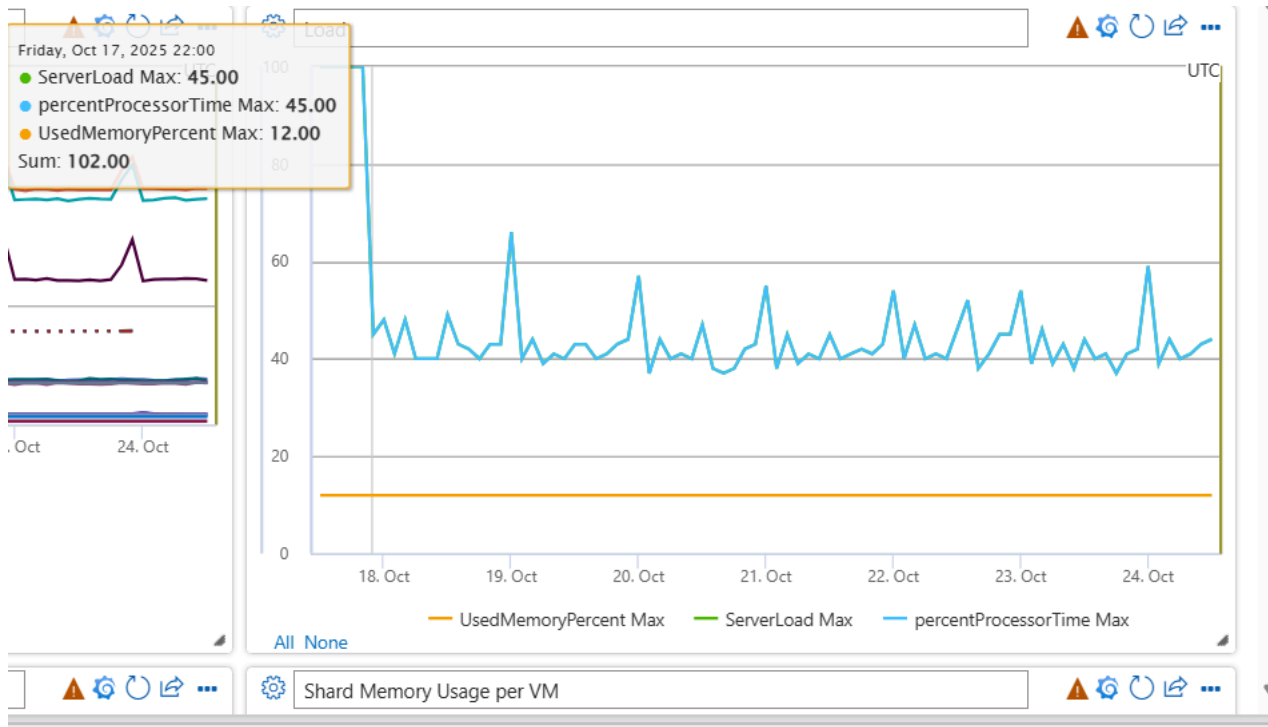
I double-checked the current dashboards, and this issue is still in the past (not recurred since self mitigated on 10/18). On our side we define Urgent as "a catastrophic problem in your current existing production systems with data loss or inability to use the databases". Not sure what your policies for classification of urgency are, but as this in the past with no current impact waiting on RCA, it typically wouldn't qualify for that classification on our side?

Thoughts? How do you want this handled? The issue will require further investigation and reproduction before RCA can be provided, so hourly updates and customer sessions wouldn't make sense?

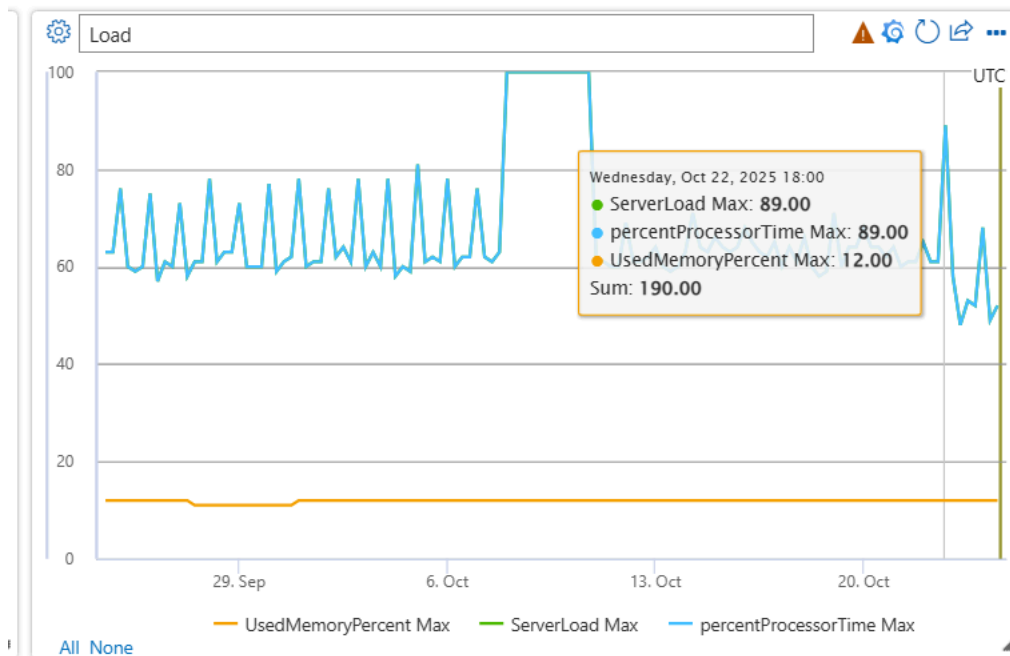
I will update here with any response I get.

Biradavolu Uma Sainath October 24, 2025 at 07:59

we could observe that the server load for the csgb-fsp-linx01-redis02 - UK south cache has been dropped on Oct 17th 22:00 UTC as below:



We could also observe that for the csie-fnp-linux01-redis03 - North Europe cache, the server load was again increased to 89% on Oct 22nd 18:00 UTC



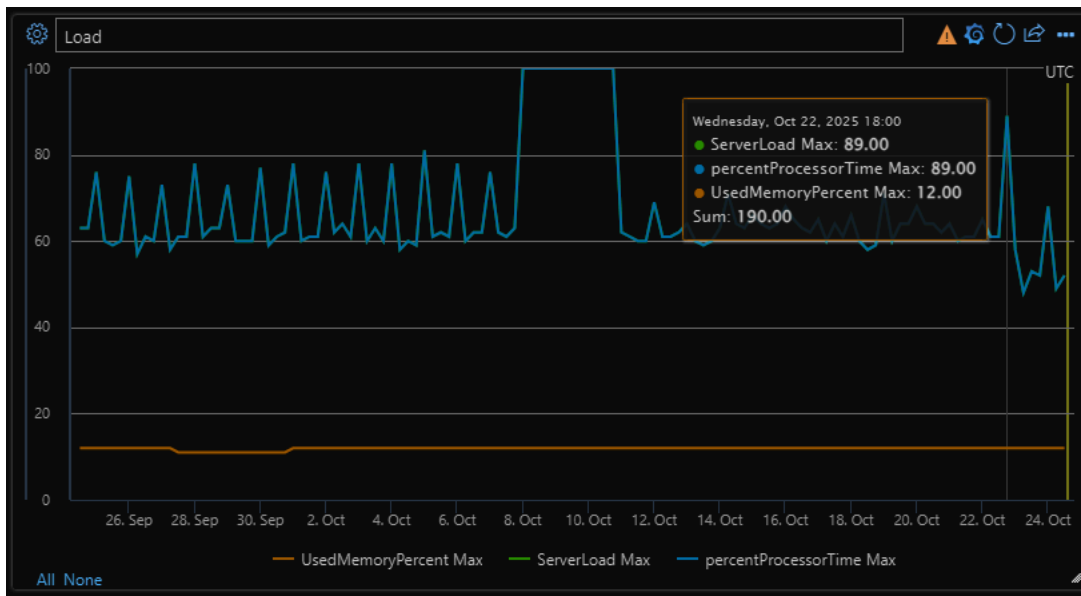
Cx want to know the cause for increasing the server load for both the caches for different instances

Nathan Mann October 24, 2025 at 08:16

Internal note

Daniel Monroy (current Azure PG on-call) is going to take a look to be sure, but doesn't seem to think this should be **Urgent** while in a mitigated state.

Also, the temporary blip on 10/22 doesn't appear relate to the original occurrence and appears to coincide with a patching event where nodes were replaced, so likely expected.



Louis Scheffer October 24, 2025 at 08:44

Hi Biradavalou,

Thank you for confirming. We will provide an update from our RnD team as soon as one is available.

Best Regards,
 Louis Scheffer
 Technical Support Engineer
 The Redis Team
 Toronto, Canada 📍

Louis Scheffer October 24, 2025 at 08:44

@l3_review_done

Internal note

Nathan Mann October 24, 2025 at 09:23

Got confirmation that we can reduce the severity of this ticket, per our definitions.

Internal note

However, Azure are concerned about the potential for more widespread occurrences of the issue in RED-172012. Impact score was already increased. I set the priority to "High" in the Jira, per request. We may get asked to bump this again if it is escalated further.

Nathan Mann October 24, 2025 at 09:27

Hi Biradavalou,

As discussed on the Daily on-call sync and further with PG Escalation management, we're reducing the Priority of this ticket to match our definitions for a mitigated event.

As noted verbally, the brief spike for one of the clusters on 10/18/25 18:00 appears unrelated and unsustained. It is likely related to patching activity and is expected.

If anything changes with regard to current impact or if sustained, unexplained load recurs, please let us know.

Additionally, be aware that the Priority and Impact for the associated R&D investigation has been increased accordingly.

Best Regards,

Nate Mann
Technical Support Engineer
The Redis Team

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