

20220513凌晨redis节点瞬间内存打满复盘

故障报障时间：2022-05-13 00:33:42

故障实际发生时间：2022-05-13 00:29:00

故障开始处理时间：2022-05-13 00:34:00

故障恢复时间： 2022-05-13 00:40:00

故障影响范围：门店通盘点业务报错 (广东区、四川区、河南区)

故障问题描述：门店通盘点APP登录失败。

故障根因：因为切店导致大量促销MQ消息，电子价签中台服务削峰逻辑将MQ消息缓存到redis中，批量处理触发 HGETALL 操作，将redis 一个节点的内存瞬间拉满。

共用redis集群的门店通盘点服务读取redis操作失败。

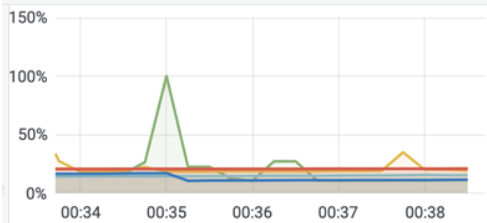
故障处理与分析过程：

00:29 门店通盘点报故障，00:33灭火群拉会议开始处理



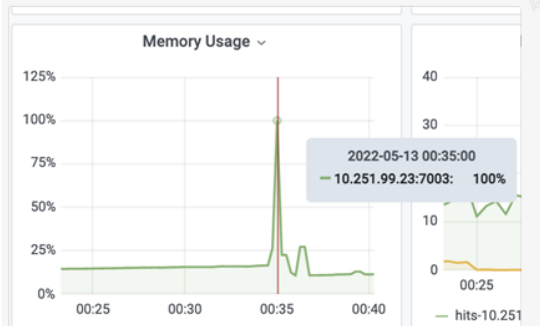
00:40 定位到redis节点内存监控，瞬间拉满时间点为00:35分

永辉灭火👤大队👤



10.251.99.23:7003 Current: 11%
10.251.99.26:7002 Current: 20%
10.251.99.27:7005 Current: 15%
10.251.99.29:7004 Current: 21%

李拥田 5-13 00:40:41



00:40 门店通反馈已恢复

盘点 战区IT协同群

孙伟 陈虹10809

好的

孙伟 5-13 00:40:55

试一下

黄伟

好的

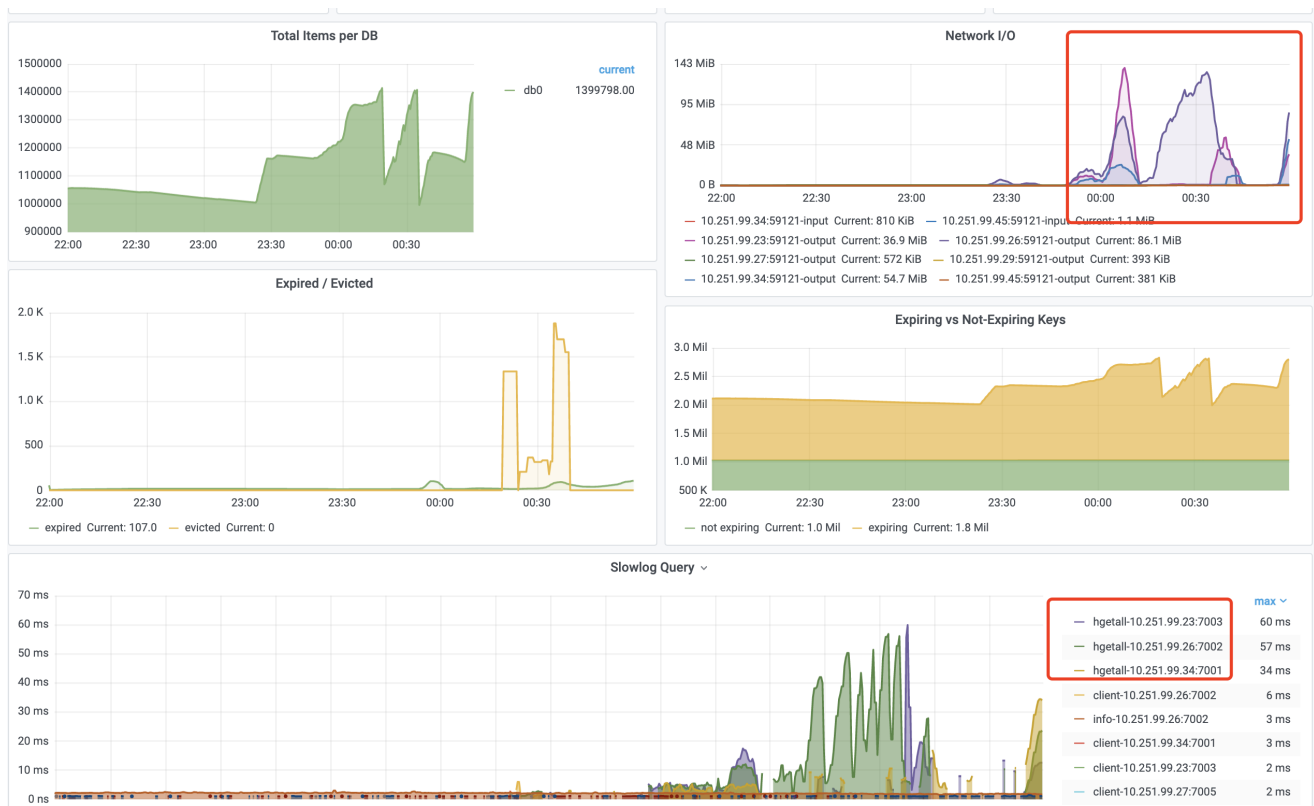
肖兰

可以了

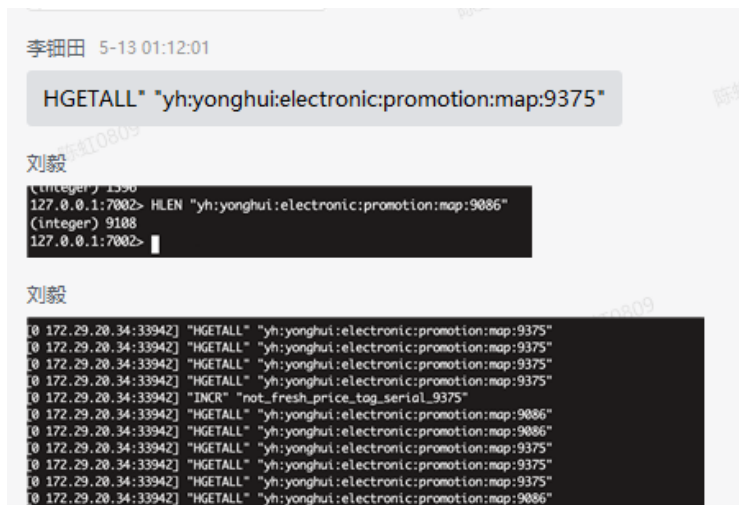
孙伟

好的

01:00 中间件定位到问题操作



01:12 中间件定位到问题key



01:15分 申请临时下掉电子价签中台服务

01:20分hgetall应用关闭后 cpu也下来了

01:22分 申请新redis集群，并同步电子价签数据自增序列数据

01:40分 新redis集群数据准备完毕，并开始验证自增序列数据。

01:55分 数据验证完毕，并重启电子价签中台服务。

02:12分 验证电子价签服务MQ消费日志、推送商品数据到ES日志正常。

t	host	electronic-price-tag-data-42350-5548445fdf-g46df
t	ip	172.29.21.43
Q Q □ *	t	message
		2022-05-13 02:12:42.705 PRO cp-dzjq electronic-price-tag-data INFO 172.29.21.43 electronic-price-tag-data-42350-5548445fdf-g46df [price-cache-thread_pool-1-thread-19] c.y.e.p.t.d.s.i.NotFreshPriceTagHandleServiceImpl TID:841d01007912482fb1cb78f9e58d09d0.205.16523791620230077 成功上传数据到ES-非主键数据[{"goodsId":"803817109","price":79.00,"promFlag":"n","serialId":"1014442685","shopId":"9802"}, {"goodsId":"1098391","price":29.9,"promFlag":"y","promPrice":24.90,"serialId":1014442697,"shopId":"9802"}, {"goodsId":"780696","price":39.8,"promFlag":"y","promPrice":27.90,"serialId":1014442707,"shopId":"9802"}, {"goodsId":"8004246","price":99.00,"promFlag":"n","serialId":1014442714,"shopId":"9802"}, {"goodsId":"914707","price":7.90,"promFlag":"n","serialId":1014442723,"shopId":"9802"}, {"goodsId":"1204282","price":4.80,"promFlag":"n","serialId":1014442731,"shopId":"9802"}, {"goodsId":"804265503","price":169.00,"promFlag":"n","serialId":1014442736,"shopId":"9802"}, {"goodsId":"804122806","price":99.00,"promFlag":"n","serialId":1014442740,"shopId":"9802"}, {"goodsId":"1390077","price":39.9,"promFlag":"y","promPrice":39.90,"serialId":1014442743,"shopId":"9802"}, {"goodsId":"1231986","price":13.80,"promFlag":"n","serialId":1014442745,"shopId":"9802"}]
#	msglen	1,240
t	project	cp-dzjq
t	status	INFO

改进措施action:

- 1. 修改 削峰逻辑，去掉HGETALL 相关操作方案制定。@陈虹 5月18号
- 2. redis 集群拆分。@李钢田 @杨川5月18号
- 3. 不规范操作整理。@李钢田5月18号
- 4. MQ消息量监控告警。@陈虹 @李钢田5月13号

故障责任人: 杨冲、陈虹

故障等级: L5