

# 2023. 5. 10 采购下单故障

## 1、故障基本信息

故障报障时间：2023-5-10 11:57

故障发生时间：2023-5-10 11:50

故障恢复时间：2023-5-10 12:01

故障影响范围：故障期请求次数共计274052次，26474次请求499超时，影响比例9. 7%

故障问题描述：门店+采购下单单异常

故障根因：在误删了devops\_service数据库后，供应链-用户中心服务(yh-rme-srm-usercenter)中的一个容器发生了重启。然而，由于devops\_service数据的丢失，导致下线的容器的IP无法与Kong网关同步。因此，Kong网关仍然保留了该容器的IP。这导致部分请求被发送到已经下线的容器IP上，从而产生了请求499的错误。

## 2、故障处理与分析过程

11:50:39 yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj 服务重启就绪

重启原因：Node主机内存不足后重启

app_code	pod_count	request_memory_old	limit_memory_old	request和limit保持一致	调整时间	jvm内存调整 && 其他	负责人
yh-workflow-middleware	3	2	6	4	2023/5/11 22:30		冯昌文
yh-rme-srm-usercenter	5	5	10	8	2023/5/11 22:30		张振
yh-rme-srm-inventorycenter	2	2	8	4	2023/5/10 22:30		陈淦
yh-rme-soe-date-general	1	2	6			5月11日就下线了	孙纪根
yh-rme-srm-certcenter	2	2	4	4	2023/5/10 22:30		陈淦
yh-rme-srm-channelcenter-task	4	4	8	8	2023/5/10 22:30		陈淦
yh-rme-srm-business-monitor	1	1	3	3	2023/5/10 22:30		陈淦
yh-rme-srm-informationcenter-v	2	4	8	8	2023/5/10 22:30		陈淦
yh-rme-srm-product-distribute	1	4	8	8	2023/5/10 22:30		陈淦
yh-rme-srm-data-pipeline	1	1	6	6	2023/5/10 22:30		陈淦
yh-rme-srm-suppliercenter-task	3	2	4	4	2023/5/10 22:30		陈淦
yh-rme-fsc-node	1	1	4	4	2023/5/11 22:30		陈淦
yh-rme-srm-space-manage	4	2	8	8	2023/5/11 22:30	实例数调整为2	刘钦涛
yh-rme-srm-space-view	2	1	4	4	2023/5/11 22:30		刘钦涛

5-10 11:50

CNS

!![故障:1条]!! 采购中台 pod 启动记录

[标签]

instance=172.29.232.45:8080

pod=yh-rme-srm-usercenter-b71b7-5cb95655fb-997z9

pod\_name=yh-rme-srm-usercenter-b71b7-5cb95655fb-997z9

[告警值]:1.040000

[描述]: pod: yh-rme-srm-usercenter-b71b7-5cb95655fb-997z9 近期发生启动，请关注!

[时间] 2023-05-10 11:50:00

11:51 kong网关收到告警信息，因devops相关数据被删除，无法快速定位数据，联系运维到集群检查确认



```
root@M-80-49-ubuntu:~# kubectl get pods -A -o wide|grep yh-rme-srm-usercenter
pc-mid-p      yh-rme-srm-usercenter-b71b7-5cb95655fb-997z9      2/2      Running      0      5m11s      172.29.229.132      10.251.80.139      <none>      <none>
pc-mid-p      yh-rme-srm-usercenter-b71b7-5cb95655fb-c9ghz      2/2      Running      0      42d      172.29.227.234      10.251.80.100      <none>      <none>
pc-mid-p      yh-rme-srm-usercenter-b71b7-5cb95655fb-hcctv      2/2      Running      0      42d      172.29.228.54      10.251.80.67      <none>      <none>
pc-mid-p      yh-rme-srm-usercenter-b71b7-5cb95655fb-t6b8r      2/2      Running      0      3d20h      172.29.231.90      10.251.80.102      <none>      <none>
pc-mid-p      yh-rme-srm-usercenter-b71b7-5cb95655fb-z69b4      2/2      Running      0      42d      172.29.244.54      10.251.80.112      <none>      <none>
```

11:57 灭火群业务报障



12:00 kong网关手工处理异常数据











agent上报数据的日志

```
2023-05-10 11:49:09 569|PRO|yh-dev-itwork|devops-service|INFO |172.20.6.76 | devops-service-84fd847f4d-q8491|[http-nio-8060-exec-1]|i.c.devops.api.eventhandler.SocketMessageHandler|TID:N/A|process msg (resource_update): {"dispatch":false,"msgType":2,"payload":{"metadata":{"name":"yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj","generateName":"yh-rme-srm-usercenter-b71b7-5cb95655fb-","namespace":"pc-mid-p","selfLink":"/api/v1/namespaces/pc-mid-p/pods/yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj"},"uid":"a19cb509-d28f-4ccf-953c-b63d5904eddd","resourceVersion":"426551691","creationTimestamp":"2023-03-28T15:32:52Z","deletionTimestamp":"2023-05-10T03:48:09Z","deletionGracePeriodSeconds":0,"labels":{"choerodon.io":{"1.2.2"},"choerodon.io/application":"yh-rme-srm-usercenter","choerodon.io/release":"yh-rme-srm-usercenter-b71b7","choerodon.io/version":"2023.3.23-180652-release-20230328","istio.io/rev":"default","pod-template-hash":"5cb95655fb"},"security.istio.io/tlsMode":"istio","service.istio.io/canonical-name":"yh-rme-srm-usercenter-b71b7","service.istio.io/canonical-revision":"latest"},"se

2023-05-10 11:49:09 569|PRO|yh-dev-itwork|devops-service|INFO |172.20.6.76 | devops-service-84fd847f4d-q8491|[http-nio-8060-exec-1]|i.c.d.app.service.impl.DeployMsgHandlerServiceImpl|TID:N/A|resourceUpdate===== key: env:pc-mid-p.release:yh-rme-srm-usercenter-b71b7.Pod:yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj, msg: {"metadata":{"name":"yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj","generateName":"yh-rme-srm-usercenter-b71b7-5cb95655fb-","namespace":"pc-mid-p","selfLink":"/api/v1/namespaces/pc-mid-p/pods/yh-rme-srm-usercenter-b71b7-5cb95655fb-pkhgj"},"uid":"a19cb509-d28f-4ccf-953c-b63d5904eddd","resourceVersion":"426551691","creationTimestamp":"2023-03-28T15:32:52Z","deletionTimestamp":"2023-05-10T03:48:09Z","deletionGracePeriodSeconds":0,"labels":{"choerodon.io":{"1.2.2"},"choerodon.io/application":"yh-rme-srm-usercenter","choerodon.io/release":"yh-rme-srm-usercenter-b71b7","choerodon.io/version":"2023.3.23-180652-release-20230328","istio.io/rev":"default","pod-template-hash":"5cb95655fb"},"security.istio.io/tlsMode":"istio","service.istio.io/canonical-name":"yh-rme-srm-usercenter-b71b7","service.istio.io/canonical-revision":"latest","service level 0":"L
```

手工处理

A target is an ingress endpoint with a pool that identifies an instance of a backend service. Targets and their targets can be dynamically added and removed. So changes are reflected on it. Because the upstream maintains a history of target changes, the targets cannot be deleted or modified only one with **delete**.

SEARCH		Results: 25
TARGET	WEIGHT	CREATED
  172.28.244.54:8080	100	May 10 2023 08:12:01
  172.28.244.54:8080	100	May 06 2023 08:12:01
  172.28.244.54:8080	100	Mar 28 2023 08:12:01
  172.28.244.54:8080	100	Mar 28 2023 08:12:01
  172.28.244.54:8080	100	Mar 28 2023 08:12:01

12:01 业务故障恢复

### 3、改进措施action

- 所有库，包括基础架构的，都要走SQL上线，除了DBA以外，任何人都不允许拥有权限。 [陈浩#81129941](#)
- 应用系统oom导致的重启 [牟良#80727685](#)

1. 梳理req和limit不一致的应用: [采购中台应用配置信息](#) 一完成
2. 应用request和limit内存配置根据资源情况逐步保持一致，并观察主机剩余内存情况 --50%

故障责任人：张海

故障等级：L5