Incident Report: 2020-03-27 12:53 GMT

STATUS:

Fixed

Reporter: Chris Veilleux

Symptom:
The main https://mycroft.ai website is down, reporting an error establishing a database connection.

Status:
12:53 - Internal monitoring systems alerted to website being unavailable
15:00 - Mycroft team begins researching issue
16:00 - Website is restored after restarting the database
16:20 - Website goes down once more
16:43 - Incident Report Generated
18:40 - Restart of MySQL is failing. Being a mysql newbie, efforts to figure out how to fix are going slowly.
19:50 - Done messing around with MySQL. Restoring droplet from backup taken on 3/22.
20:00 - Droplet restore complete, website now returning gateway issues, but MySQL is running.
20:11 - Gateway issues (502 or 504 HTTP code) have resolved on their own. Could be that the server was still starting up and I am impatient.

Notes:

- A HackerNews post that garnered a lot of attention appears to have brought the site down due to volume of traffic.
- Initial diagnosis is a restart issue with the MySQL database that supports the WordPress site. Research indicates this issue sometimes occurs when an abnormal shutdown occurs.
- Deleted some log files as suggested by a support site. This fixed the issue, but only temporarily.

System back online:
03/27/2020 21:26
total downtime = 9 hours (obtain this using Utilties > Update Elapsed menu)
Do not mark as “Back online” until completely certain, e.g. one hour has passed without a repeat of the issue.

Ultimate resolution:
Wordpress does not like high volumes of traffic. MySQL does not like to be shut down abnormally. Mix in a trending HackerNews post and it’s a recipe for disaster.

Incident elapsed time 04:44 Current Time: 21:26 GMT

Tried for a few hours to troubleshoot the MySQL issues. Ultimately, my lack of knowledge with this database caused me to abandon the troubleshooting. The issue was resolved by restoring the cloud server from a backup taken 3/22/2020.

Postmortem:

1. Review incident timeline
2. Mitigation strategies
   Prevent / Reduce / Transfer / Accept
   - Add caching for all static content
   - Investigate further scaling optimisations
   - Add a failure page if the site is down for any reason.

3. Incident process
   What went well? What could be improved?
   - Ensure server monitoring notifications are being sent to
   - Ensure an incident report is generated at the earliest possible point
   - Call team members if text is not responded to within 10 minutes
4. Actions arising
   See Jira tickets

Using this form: *As you work through this form, delete the lines you have completed*

- Perform postmortem
    - Gez schedules and runs
    - The backend team (and any others, as appropriate) should review together
    - Fill out the Postmortem, assign Flow tasks
    - Archive this Incident Report by moving it into the **Incidents** subdirectory: File > Move To > Incidents