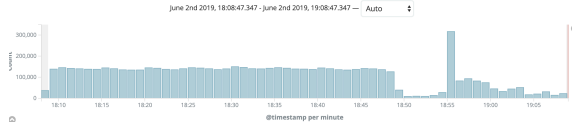
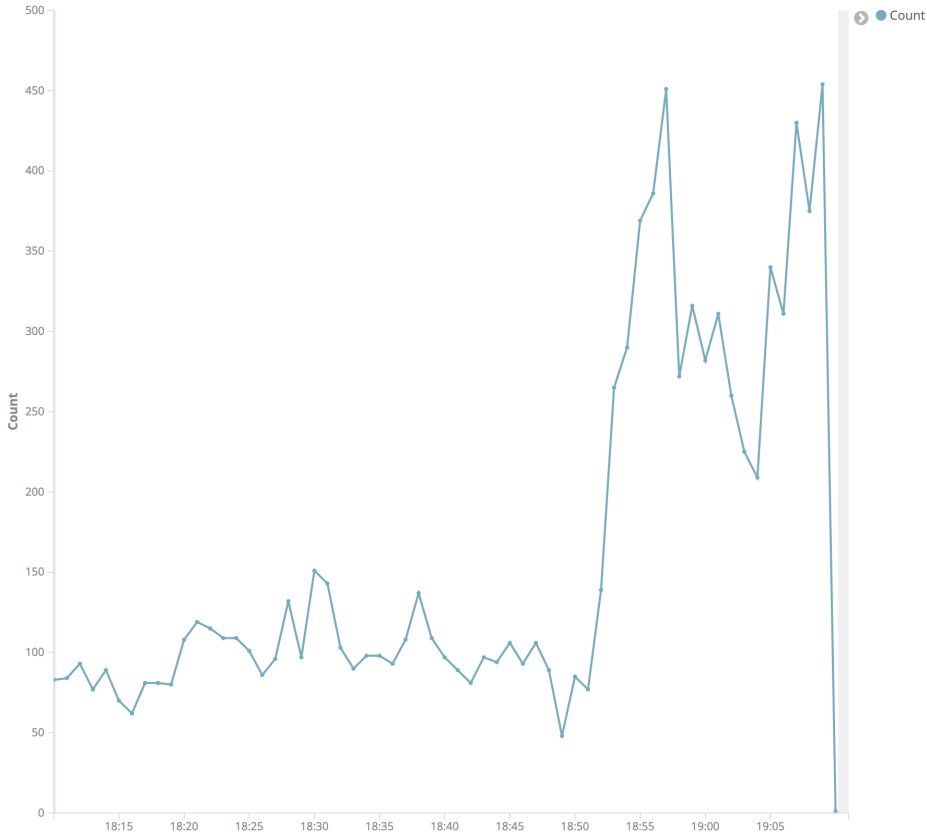


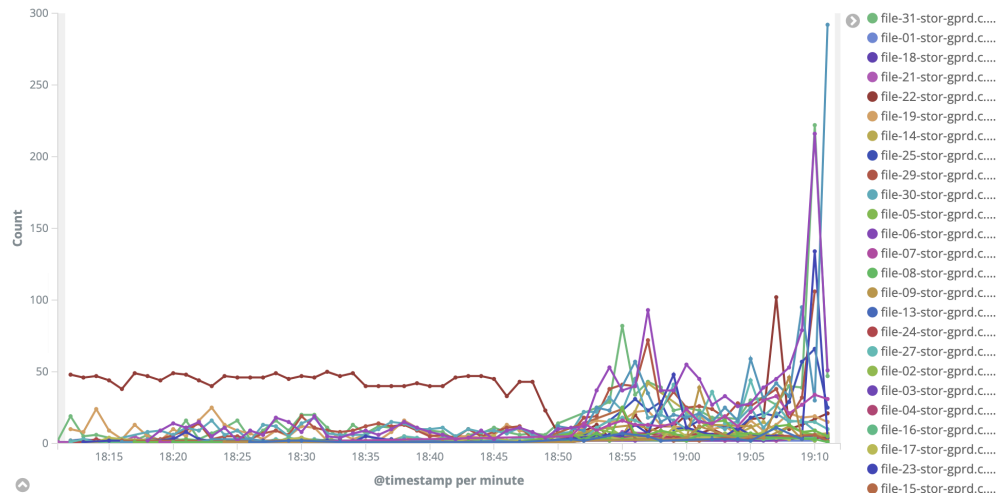
Incident - 2 June

Production Issue: <https://gitlab.com/gitlab-com/gl-infra/production/issues/862>

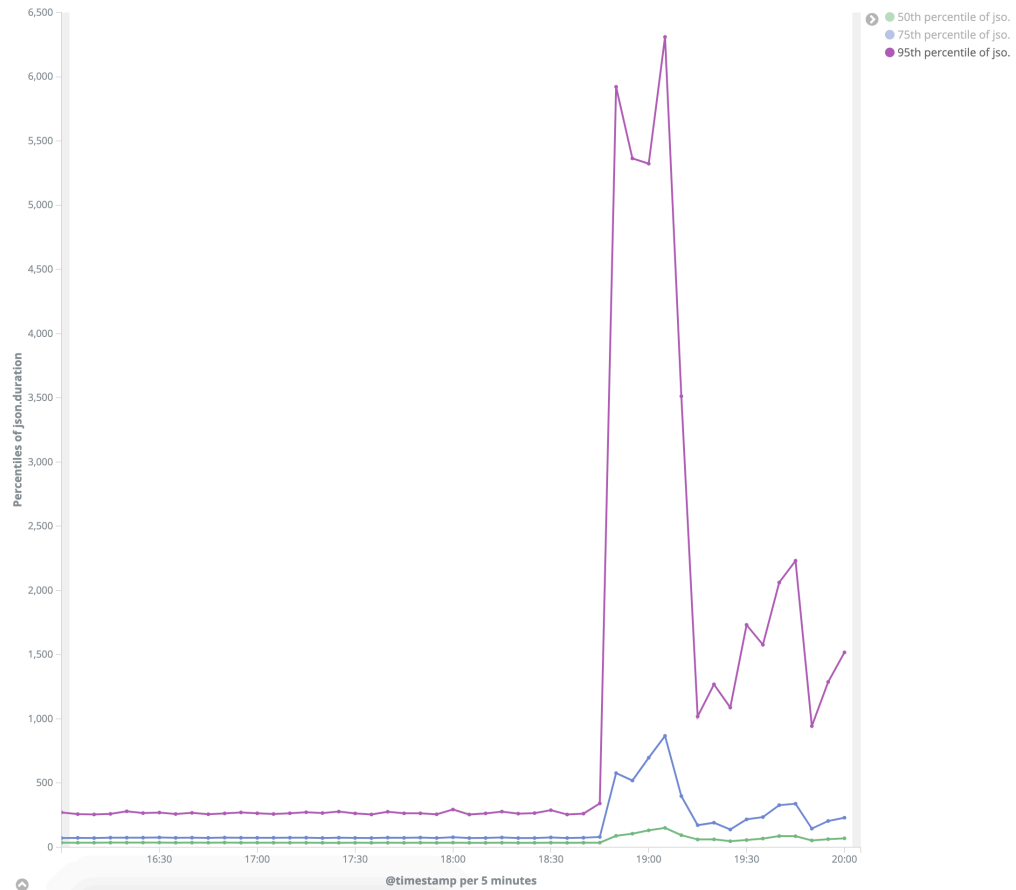
Summary:

Underlying issues in GCP networking caused Patroni Failovers which then caused intermittent GitLab.com availability issues.

18h50Z	Patroni failed over from patroni-04 to patroni-06
19h05Z	Lots of errors while trying to create and share this Google Doc. Related to an underlying Google issue?
19h05Z	Most of our grafana dashboards are not working because of the thanos issue last week: https://gitlab.com/gitlab-com/gl-infra/production/issues/849
19h07Z	Pingdom returning errors across the fleet
19h07Z	Rails logs 
19h10Z	Gitaly error rates  https://log.gitlab.net/goto/f536515ea3d60fcb26d35758d8e2b979

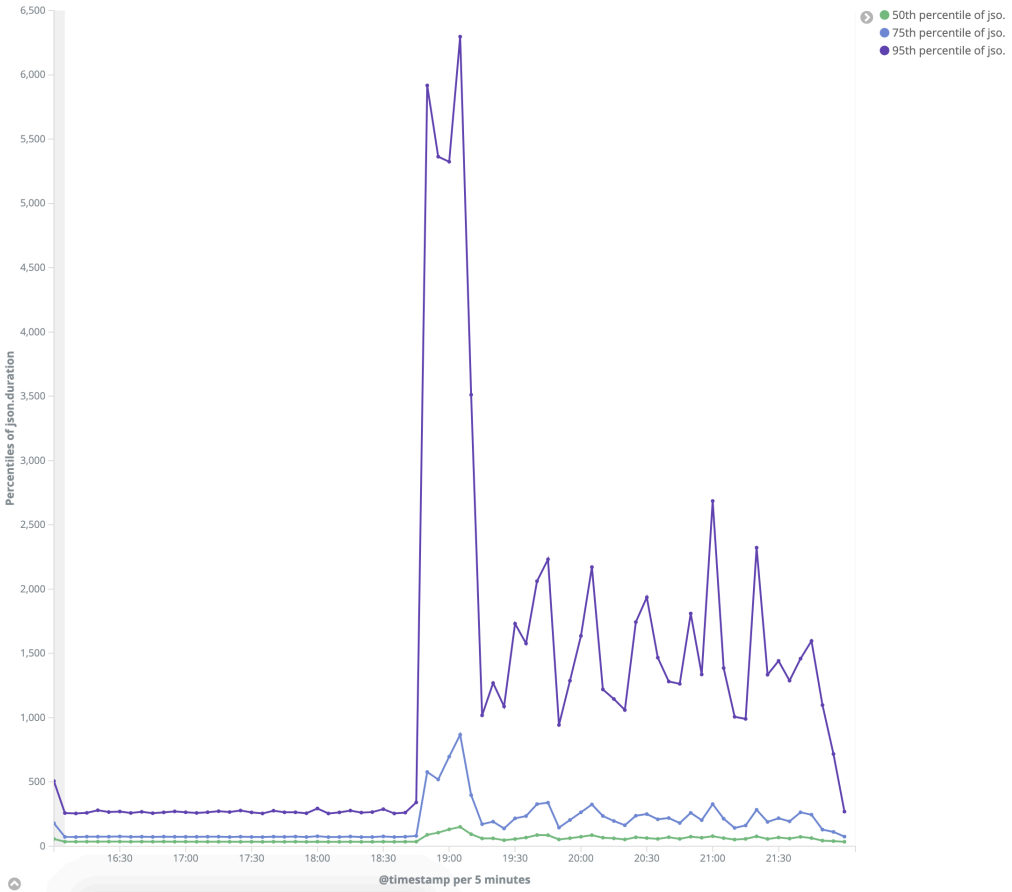
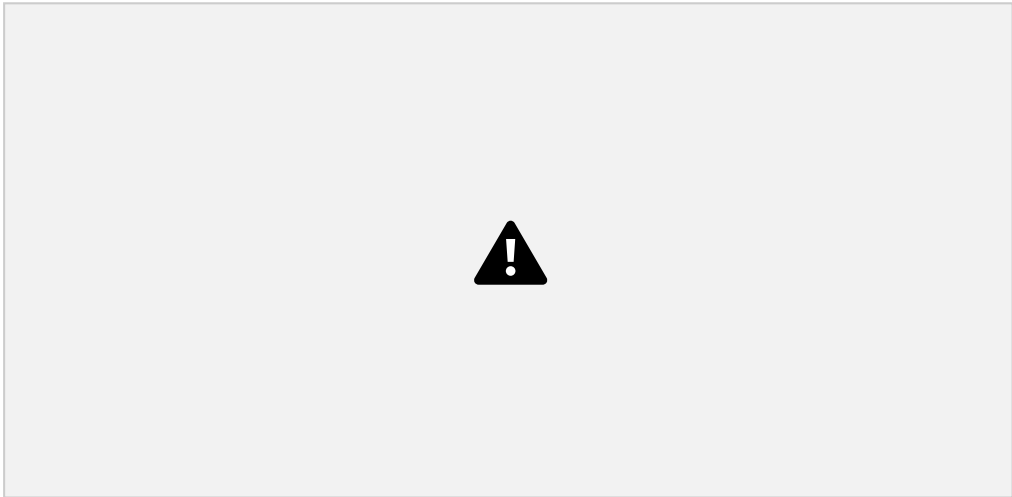
19h12Z	 Gitlab error rates seem to be across the fleet... not a single server. https://log.gitlab.net/goto/f08a9578963214ecf23bd5ea64e89e8d
19h12Z	Ahmad: Postgres failover occurred. Safest approach is to hup all unicorns and restart all sidekiqs.
19h21Z	Alex: Sidekiqs have been restarted. Unicorns hupped.
19h26Z	Andrew: Gitlab.com is working. Pingdom reporting all checks are back up.
19h33Z	Andrew: why did Patroni failover? We saw a slight blip in Registry service just before everything fell over
19h37Z	Andrew: I'm not convinced everything is better yet. 
19h38	Dave noticed https://status.cloud.google.com/incident/compute/19003
19h41	Triage page is still showing lots of errors, high latencies

19h44	Restarting unicorn + sidekiq again. Patroni failed over once more, and patroni-06 is corrupt now
19h46	Andrew: why is patroni-06 corrupt? Ahmad: pgrewind got called and may have corrupted things. "We should fix this" => Detailed logs in over here
19h47	Ahmad: pgrewind failed of a statement timeout. It was pgrewind. We need to tell patroni-06 to reinitialize, it will take about 8 hours. We have 5 working replicas remaining.
19h50	We can't create a gitlab-production issue in the Rackspace portal because it's not in list of projects in the rackspace portal. We will log it against a different GCP project, but we should investigate (with Rackspace) why this is the case.
19h53	While we await a status update on https://status.cloud.google.com/incident/compute/19003 we should investigate why Patroni failed over...
19h54	Alex: "the patroni process was not running on patroni-06" Ahmad: "when Patroni loses connection to the master node, it reinitializes"
19h56	Andrew: Google Console is hanging
19h57	Hacker news: Google Cloud is down https://news.ycombinator.com/item?id=2007742
20h02	Andrew: latencies to Rails remain very high:



<https://log.gitlab.net/goto/e718370be8ebdcdb366ee47ee8203511>

20h06	Second & Third Google Cloud incident: https://status.cloud.google.com/incident/cloud-networking/19008 https://status.cloud.google.com/incident/cloud-networking/19009
20h25	Patroni-02 and patroni-05 alerted about their postgres services being down. DBRE was paged to make sure everything is OK
22h05	Web latencies remain elevated, but stable:

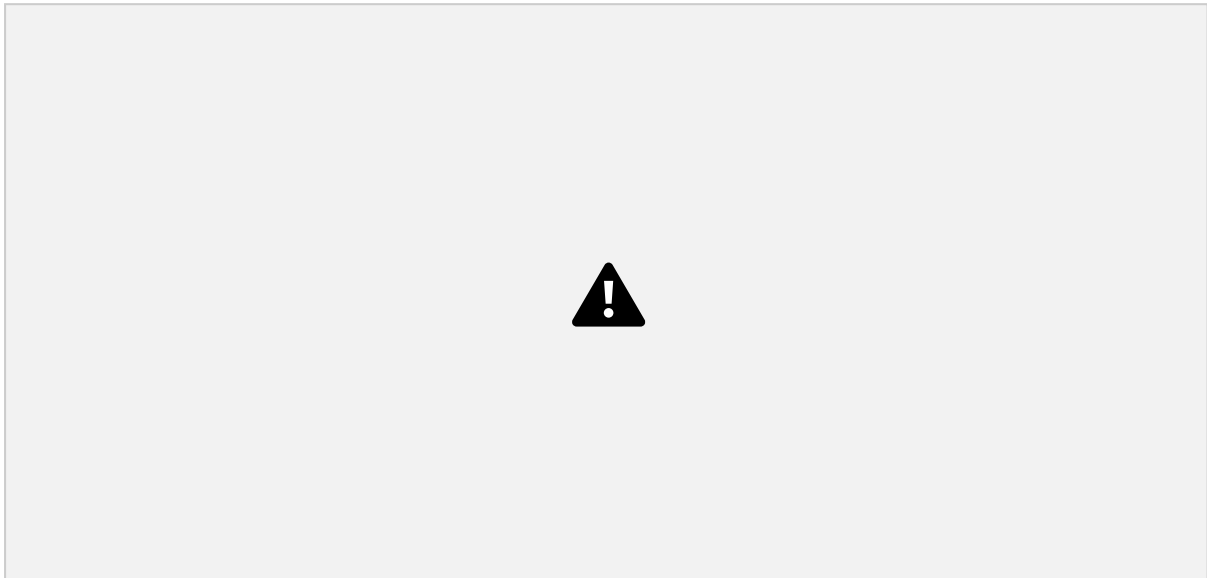
	 Percentiles of json.duration 50th percentile of json.duration 75th percentile of json.duration 95th percentile of json.duration @timestamp per 5 minutes
22h35	Network issues appear to have resolved within the past thirty minutes  https://dashboards.gitlab.net/d/XufqmlGWk/platform-triage?orgId=1
June 3rd	
09h40	Starting to restore tuple statistics by running cluster-wide ANALYZE, see infrastructure#5841 (comment 128321668)

Alerting problems:

- Patroni failover alerts got mixed in with PD alerts and it became difficult to parse through.
- GitLab Pages alerts were noisy and not useful (specifically IP change alert)
- Increased error rate, server response, haproxy backend, and server connection alerts all go off at once and flood the channel and PD.

Showing network drops:

https://prometheus.gprd.gitlab.net/graph?g0.range_input=2h&g0.expr=node_netstat_TcpExt_ListenDrops%7Benvironment%3D%22gprd%22%2C%20type%3D%22patroni%22%7D&g0.tab=0



Examples of what we are seeing in logs:

On Patroni-06 syslog:

```
Jun  2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.278 2304
LOG C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.4.8:38568 closing because:
pgbouncer cannot connect to server (age=0)
Jun  2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.278 2304
WARNING C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.4.8:38568 Pooler
Error: pgbouncer cannot connect to server
Jun  2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dac5dd0:
gitlabhq_production/(nouser)@10.220.4.8:38568 closing because: pgbouncer cannot
connect to server (age=0)
Jun  2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dac5dd0:
gitlabhq_production/(nouser)@10.220.4.8:38568 Pooler Error: pgbouncer cannot connect to
server
Jun  2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.279 2304 LOG
C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.4.8:38570 closing because:
pgbouncer cannot connect to server (age=0)
```

Jun 2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.279 2304
WARNING C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.4.8:38570 Pooler
Error: pgbouncer cannot connect to server
Jun 2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dac5dd0:
gitlabhq_production/(nouser)@10.220.4.8:38570 closing because: pgbouncer cannot
connect to server (age=0)
Jun 2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dac5dd0:
gitlabhq_production/(nouser)@10.220.4.8:38570 Pooler Error: pgbouncer cannot connect to
server
Jun 2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.280 2304 LOG
C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.8.26:39732 closing because:
pgbouncer cannot connect to server (age=0)
Jun 2 19:47:14 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:47:14.280 2304
WARNING C-0x7f0f6dac5dd0: gitlabhq_production/(nouser)@10.220.8.26:39732 Pooler
Error: pgbouncer cannot connect to server

Jun 2 18:58:51 patroni-06-db-gprd patroni[9557]: 2019-06-02 18:58:51,676 INFO: Lock
owner: patroni-06-db-gprd.c.gitlab-production.internal; I am
patroni-06-db-gprd.c.gitlab-production.internal
Jun 2 18:58:51 patroni-06-db-gprd patroni[9557]: 2019-06-02 18:58:51,707 INFO: no action.
i am the leader with the lock
Jun 2 18:58:51 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:51.722 2304 LOG
C-0x7f0f6dbd8210: gitlabhq_production/gitlab@10.220.2.33:47888 closing because: client
unexpected eof (age=462)
Jun 2 18:58:51 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dbd8210:
gitlabhq_production/gitlab@10.220.2.33:47888 closing because: client unexpected eof
(age=462)
Jun 2 18:58:52 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:52.053 2304 LOG
C-0x7f0f6db883a8: gitlabhq_production/gitlab@10.220.8.5:33958 closing because: client
unexpected eof (age=71)
Jun 2 18:58:52 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6db883a8:
gitlabhq_production/gitlab@10.220.8.5:33958 closing because: client unexpected eof
(age=71)
Jun 2 18:58:52 patroni-06-db-gprd consul[9461]: 2019/06/02 18:58:52 [WARN] agent:
Check "service:patroni-replica:1" is now critical
Jun 2 18:58:52 patroni-06-db-gprd consul[9461]: agent: Check "service:patroni-replica:1" is
now critical
Jun 2 18:58:52 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:52.344 2304 LOG
C-0x7619e0: gitlabhq_production/gitlab@10.220.8.7:35142 closing because: client
unexpected eof (age=154)
Jun 2 18:58:52 patroni-06-db-gprd pgbouncer[2304]: C-0x7619e0:
gitlabhq_production/gitlab@10.220.8.7:35142 closing because: client unexpected eof
(age=154)

Jun 2 18:58:52 patroni-06-db-gprd postgres[41989]: [5-1] 2019-06-02 18:58:52 GMT
[41989]: [2-1] LOG: automatic analyze of table "gitlabhq_production.public.ci_runners"
system usage: CPU 0.08s/4.52u sec elapsed 4.62 sec
Jun 2 18:58:53 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:53.154 2304 LOG
C-0x7f0f6dbc4e78: gitlabhq_production/gitlab@10.220.8.14:34734 closing because: client
unexpected eof (age=116)
Jun 2 18:58:53 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dbc4e78:
gitlabhq_production/gitlab@10.220.8.14:34734 closing because: client unexpected eof
(age=116)
Jun 2 18:58:53 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:53.594 2304 LOG
C-0x7f0f6db02070: gitlabhq_production/gitlab@10.220.8.3:58568 closing because: client
unexpected eof (age=451)
Jun 2 18:58:53 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6db02070:
gitlabhq_production/gitlab@10.220.8.3:58568 closing because: client unexpected eof
(age=451)
Jun 2 18:58:54 patroni-06-db-gprd consul[9461]: 2019/06/02 18:58:54 [WARN] agent:
Check "service:patroni-replica:1" is now critical
Jun 2 18:58:54 patroni-06-db-gprd consul[9461]: agent: Check "service:patroni-replica:1" is
now critical
Jun 2 18:58:54 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:54.178 2304 LOG
C-0x7f0f6dad44e8: gitlabhq_production/gitlab@10.220.2.19:42412 closing because: client
unexpected eof (age=87)
Jun 2 18:58:54 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 18:58:54.178 2304 LOG
C-0x7f0f6db04b78: gitlabhq_production/gitlab@10.220.2.19:42516 closing because: client
unexpected eof (age=64)
Jun 2 18:58:54 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6dad44e8:
gitlabhq_production/gitlab@10.220.2.19:42412 closing because: client unexpected eof
(age=87)

Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: 2019-06-02 19:26:13,044 INFO: Lock
owner: patroni-06-db-gprd.c.gitlab-production.internal; I am
patroni-06-db-gprd.c.gitlab-production.internal
Jun 2 19:26:13 patroni-06-db-gprd consul[9461]: 2019/06/02 19:26:13 [INFO] agent:
Synced check "service:patroni-master"
Jun 2 19:26:13 patroni-06-db-gprd consul[9461]: agent: Synced check
"service:patroni-master"
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: Traceback (most recent call last):
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 625, in process_request_thread
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: self.finish_request(request,
client_address)
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 354, in finish_request


```
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.RequestHandlerClass(request,
client_address, self)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 681, in __init__
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.handle()
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/http/server.py",
line 422, in handle
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.handle_one_request()
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/http/server.py",
line 410, in handle_one_request
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: method()
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 108, in do_GET
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]:
self._write_status_response(status_code, response)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 76, in _write_status_response
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self._write_json_response(status_code,
response)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 47, in _write_json_response
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self._write_response(status_code,
json.dumps(response), content_type='application/json')
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 44, in _write_response
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.wfile.write(body.encode('utf-8'))
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socket.py", line
593, in write
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: return self._sock.send(b)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: BrokenPipeError: [Errno 32] Broken pipe
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: Traceback (most recent call last):
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 625, in process_request_thread
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.finish_request(request,
client_address)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 354, in finish_request
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.RequestHandlerClass(request,
client_address, self)
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socketserver.py",
line 681, in __init__
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.handle()
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/http/server.py",
line 422, in handle
Jun  2 19:26:13 patroni-06-db-gprd patroni[9557]: self.handle_one_request()
```

Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/http/server.py", line 410, in handle_one_request
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: method()
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 108, in do_GET
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]:
self._write_status_response(status_code, response)
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 76, in _write_status_response
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: self._write_json_response(status_code,
response)
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 47, in _write_json_response
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: self._write_response(status_code,
json.dumps(response), content_type='application/json')
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File
"/opt/patroni/lib/python3.5/site-packages/patroni/api.py", line 44, in _write_response
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: self.wfile.write(body.encode('utf-8'))
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: File "/usr/lib/python3.5/socket.py", line
593, in write
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: return self._sock.send(b)
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: BrokenPipeError: [Errno 32] Broken pipe
Jun 2 19:26:13 patroni-06-db-gprd patroni[9557]: 2019-06-02 19:26:13,090 INFO: no action.
i am the leader with the lock

Jun 2 19:27:07 patroni-06-db-gprd consul[9461]: agent: Check "service:patroni-replica:1" is
now critical
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG
S-0x7ad958: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server
idle timeout (age=69)
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7ad958:
gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout
(age=69)
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG
S-0x7a0f88: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle
timeout (age=67)
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG
S-0x7ab648: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server
idle timeout (age=469)
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG
S-0x7a1780: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server
idle timeout (age=726)
Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG
S-0x7684c8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server
idle timeout (age=154)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG S-0x7adfb8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=463)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG S-0x79f7a0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=172)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG S-0x766ce0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=486)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG S-0x7aa190: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=470)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.131 2304 LOG S-0x7671a8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=1144)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7a0f88: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=67)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7ab648: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=469)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7a1780: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=726)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7684c8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=154)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7adfb8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=463)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x79f7a0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=172)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x766ce0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=486)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7aa190: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=470)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: S-0x7671a8: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: server idle timeout (age=1144)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.426 2304 LOG C-0x7711b8: gitlabhq_production/gitlab@10.220.4.24:39610 closing because: client unexpected eof (age=341)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: C-0x7711b8: gitlabhq_production/gitlab@10.220.4.24:39610 closing because: client unexpected eof (age=341)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:27:09.821 2304 LOG C-0x7f0f6db96f88: gitlabhq_production/gitlab@10.220.8.2:40304 closing because: client unexpected eof (age=298)

Jun 2 19:27:09 patroni-06-db-gprd pgbouncer[2304]: C-0x7f0f6db96f88: gitlabhq_production/gitlab@10.220.8.2:40304 closing because: client unexpected eof (age=298)

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: S-0x7a94d0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: idle server got dirty (age=766)

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: S-0x7a91a0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: idle server got dirty (age=355)

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:31:55.759 2304 ERROR S: login failed: FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: 2019-06-02 19:31:55.759 2304 LOG S-0x7a91a0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: login failed (age=0)

Jun 2 19:31:55 patroni-06-db-gprd postgres[54906]: [6-1] 2019-06-02 19:31:55 GMT [54906]: [1-1] FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: S: login failed: FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd pgbouncer[2304]: S-0x7a91a0: gitlabhq_production_sidekiq/gitlab@127.0.0.1:5432 closing because: login failed (age=0)

Jun 2 19:31:55 patroni-06-db-gprd postgres[54907]: [6-1] 2019-06-02 19:31:55 GMT [54907]: [1-1] FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd postgres[54901]: [6-1] 2019-06-02 19:31:55 GMT [54901]: [1-1] FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd postgres[54905]: [6-1] 2019-06-02 19:31:55 GMT [54905]: [1-1] FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd postgres[54908]: [6-1] 2019-06-02 19:31:55 GMT [54908]: [1-1] FATAL: the database system is shutting down

Jun 2 19:31:55 patroni-06-db-gprd postgres[54909]: [6-1] 2019-06-02 19:31:55 GMT [54909]: [1-1] FATAL: the database system is shutting down

As of 2019-06-02 21 UTC:

```
sum(increase(haproxy_backend_http_responses_total{environment="gprd",  
code="5xx"}[1d]))
```

1579535

```
sum(increase(haproxy_backend_http_responses_total{environment="gprd"}[1d  
]))
```

306513804

1d error rate $\sim .005 = .5\%$

Post-Incident Retro Questions:

- Why wasn't grafana working?
<https://gitlab.com/gitlab-com/gl-infra/production/issues/849>
- Why did Patroni failover?
- Should we consider making the entire Patroni failover process automated, so that we don't need to manually hup unicorn processes and [analyze tables](#) to restore statistics?
- Should we consider performing failovers more often ([manually](#) or [automated](#))?