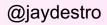
### What I learned 10 44 10 from a dress. **An On-Call** Nightmare





My name is Jay Gordon I am an Ops professional and not a fashion icon.



I've been podcasting, collecting your stories.

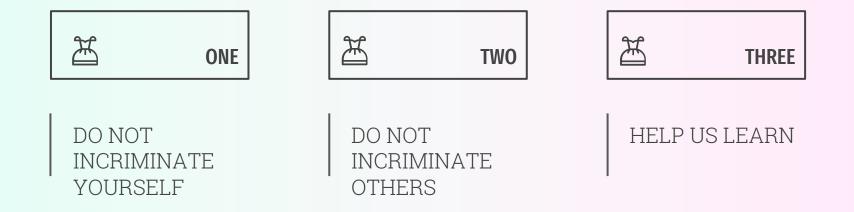
## **ON-CALL**

RISE RHD SHIM

NIGHTMARES

Here's one of mine.

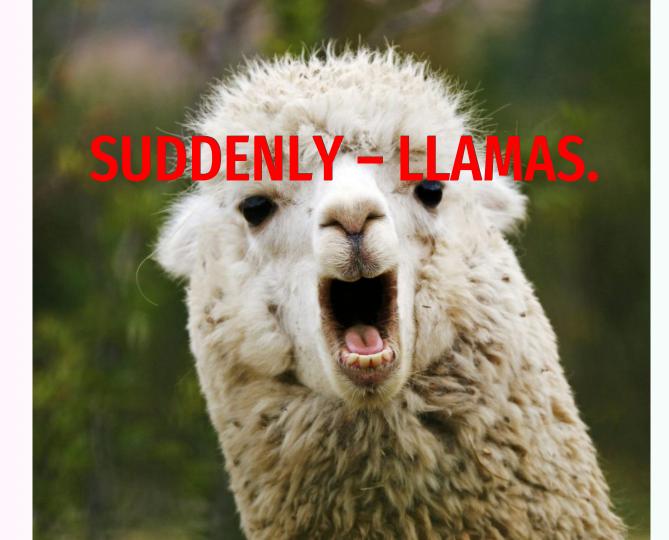
#### **ON-CALL NIGHTMARES HAS THREE RULES**



### **BuzzFeed**

Feb 26, 2015 - A regular day, at the datacenter.

## RACKIN' N STACKIN' – on-call for our alerts...

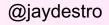




## Alerts Explode

We release an article letting the world know about llamas running the street, alerts go nuts.

< → C ∆						
Nagios <sup>.</sup>	Tactical Monitoring Last Updated: Sun Jan 7 1 Updated every 90 seconds	0:09:29 ACDT 2018				Monitoring Performance Service Check Execution Time: 0.02 / 4.05 / 0.679
General	Nagios® Core™ 4.3.4 - w Looged in as nagiosadmin	ww.nagios.org				Service Check Latency: 0.00 / 0.00 / 0.001
Home Documentation	cogges in as nagesassini					Host Check Execution Time:     4.04 / 4.05 / 4.046       Host Check Latency:     0.00 / 0.00 / 0.002       # Active Host / Service Checks:     2 / 8
Current Status						# Passive Host / Service Checks: 0/0
Tactical Overview Map (Legacy) Hosts	Network Outages					Network Health
Services Host Groups Summary	0 Outages					Host Health:
Grid Service Groups						
Summary	Hosts					
Grid Problems	0 Down	0 Unreachable	2 Up	0 Pending	-	
Services (Unhandled) Hosts (Unhandled) Network Outages	0.000		2.00	orenang		
Quick Search:	Services					
	1 Critical	1 Warning	0 Unknown	6 Ok	0 Pending	
	1 Unhandled	1 Unhandled				
Reports	Problems	Problems				
Availability Trends (Legacy)	Monitoring Feature	-				
Alerts	Flap Detection	Notifications	Event Handl	ers Active Check	s Passive Checks	
History Summary	All Services	2 Services	Al Serv			
Histogram (Legacy) Notifications Event Log	Enabled No Services Flapping	Disabled All Hosts Env	Enabled		Enabled	sd]
System	All Hosts Enabled No Hosts Flappin					
Comments						
Downtime Process Info						
Performance Info						
Scheduling Queue Configuration						
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			/			
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#### We noticed the database was hot and absolutely killing the web servers that couldn't keep up.

But technical debt didn't allow us to make any massive changes.

Nagios <sup>®</sup>	Tactical Monitoring Last Updated: Sun Jan 7 Updated every 90 secon Nagloe® Core™ 4.3.4 - 1 Logged in as naglosadm	10:09:29 ACDT 2018 de www.neglos.org				Monitoring Performance Service Check Execution Time: Service Check Latency:	0.02 / 4.05 / 0.679 se 0.00 / 0.00 / 0.001 se
Home Documentation	cogges in as nagosasin					Host Check Execution Time: Host Check Latency: # Active Host / Service Checks:	4.04 / 4.05 / 4.046 se 0.00 / 0.00 / 0.002 se 2 / 8
Current Status						# Passive Host / Service Checks	: 0/0
Tactical Overview Map (Legacy) Hosts	Network Outages					Network Healt	h
Services Host Groups	0 Outages					Host Health:	
Summary						Service Health	
Grid Service Groups						our rice rice in	
Summary	Hosts						
Grid	0 Down	0 Unreachable	2 Up	0 Pending			
Services (Unhandled) Hosts (Unhandled) Network Outages	0 Down	o onreacnable	2 00	orending			
Quick Search:	Services						
	1 Critical	1 Warning	0 Unknown	6 Ok	0 Pending		
	1 Unhandled	1 Unhandled					
Reports	Problems	Problems					
Availability Trends (Legacy)	Monitoring Featur						
Alerts	Flap Detection	Notifications	Event Handle	rs Active Check	s Passive Checks		
History Summary	All Services	2 Services	Al Servi				
Histogram (Legacy) Notifications	Enabled No Services	Disabled	Enabled	Enabled	Enabled		
Event Log	Flapping	All Hosts En	Al Hosts	Enabled All Hosts	Enabled All Hosts Enabled	1	
ystem	All Hosts Enable No Hosts Flappi						
Comments	No Hosts Happi	09					
Downtime							
Process Info Performance Info							
Scheduling Queue							
Configuration							
					-		
					1		

# Back to the story... so... Around 8:30pm my pager goes off again.

#### My wife asks, "oh is that because of the dress?"



### "What dress?" I ask...? Nagios then tells me a bit more.

02

Ν

jay.gordon 8:26 PM whoa

nagios BOT 8:26 PM

webdr02/proddr\_load is WARNING: WARNING - load average: 18.25, 19.05, 10.62

webdr04/proddr\_load is CRITICAL: CRITICAL - load average: 37.80, 35.22, 18.44

webdr05/proddr\_load is CRITICAL: CRITICAL - load average: 48.12, 40.57, 20.86

webdr08/proddr\_load is CRITICAL: CRITICAL - load average: 49.18, 41.72, 22.28

@jaydestro

opsalerts v nagios bots alerts

webdr08/proddr\_load is CRITICAL: CRITICAL - load average: 39.34, 37.92, 18.70



jay.gordon 8:25 PM checking



nagios BOT 8:25 PM \* webdr04/proddr\_load is CRITICAL: CRITICAL - load average: 49.84, 36.23, 17.90

# What was "the dress" phenomena?

No one could decide, blue and black or white and gold?



More than 670k active users on the site at the time. Stack was LAMP (The past p is perl) MongoDB for pixel tracking

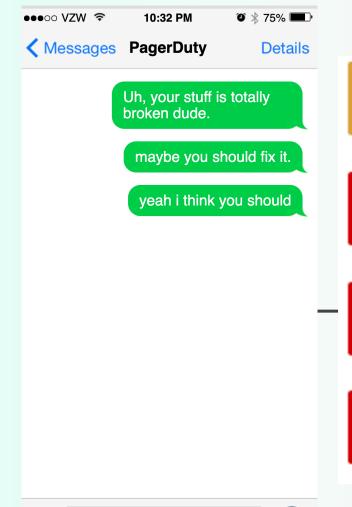
Yesterday, we had a message from a Tumblr user saying, **"Can you settle this argument for us?"** 

-Cates Holderness

## (once again!) Alerts Explode

We release an article letting the world know about llamas running the street, alerts go nuts.

<u>Nagios</u>	Tactical Monitoring Last Updated: Sun Jan 7 Updated every 90 second Nagioe® Core™ 4.3.4 - w	10:09:29 ACDT 2018				Monitoring Performance Service Check Execution Time: 0.02/4.05/0
General Home Documentation	Logged in as nagiosadmi	in				Service Check Latency:     0.00 / 0.00 / 0       Host Check Execution Time:     4.04 / 4.05 / 4       Host Check Latency:     0.00 / 0.00 / 0
Current Status						# Active Host / Service Checks: 2/8 # Passive Host / Service Checks: 0/0
Tactical Overview						
Map (Legacy) Hosts	Network Outages					Network Health
Services	0 Outages					Host Health:
Host Groups Summary Grid						Service Health:
Service Groups Summary					_	
Grid	Hosts					
Problems Services (Unhandled) Hosts (Unhandled) Network Outages	0 Down	0 Unreachable	2 Up	0 Pending		
Quick Search:	Services					
	1 Critical	1 Warning	0 Unknown	6 Ok	0 Pending	
Reports Availability	1 Unhandled Problems	1 Unhandled Problems				
Trends (Legacy) Alerts	Monitoring Feature	·es				
History	Flap Detection	Notifications	Event Handle			
Summary Histogram (Legacy) Notifications Event Log	All Services Enabled No Services Flapping All Hosts Enable	2 Services Disabled All Hosts Env	All Servic Enabled All Hosts	Enable		Sted
System	No Hosts Flappin	ng				
Comments Downtime						
Process Info Performance Info						
Scheduling Queue						
Configuration						
			-		r	



webdr02/proddr\_load is WARNING: WARNING - load average: 18.25, 19.05, 10.62

webdr04/proddr\_load is CRITICAL: CRITICAL - load average: 37.80, 35.22, 18.44

webdr05/proddr\_load is CRITICAL: CRITICAL - load average: 48.12, 40.57, 20.86

webdr08/proddr\_load is CRITICAL: CRITICAL - load average: 49.18, 41.72, 22.28





### Actual quote from a BuzzFeed server admin: "I AM THROWING SERVERS INTO THE INTERNET"

♡ 52 11:38 PM - Feb 26, 2015

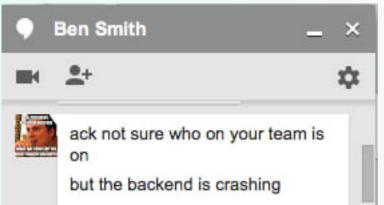
 $\bigcirc$  36 people are talking about this



@jaydestro

0

>



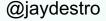
we can't publish our story with neurologists explaining the dress!

Ben • Thu, 10:31 PM

we're working on it can you hold off on pubishing sorry



# Why? We assumed capacity.



Our app for voting was fine. The main webapp (website, cms, stats) all down.



#### **Lesson learned?**

Always be ready to restock and reassess when this season's hot style is unexpectedly in demand.

Thanks, listen to @oncallnightmare