

TechOps Weekly Reports

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Incidents

New this week

Key	Summary	P	Status	Customer	Customer Impact	Resolution	Incident Start Time (utc)	Incident Duration In Minutes	T
INC-7797	A quarter of all getSuggestAsYouType API requests suffering severe performance degradation	↑	RESOLVED	[REDACTED]	Between 11:44UTC and 11:52UTC performance of the getSuggestAsYouType API was as follows: 95th percentile averaged at 10.5 seconds and maxed at 15 seconds for most of this period	Fixed	Apr 15, 2016	17.0	[-]

1 issue

End of week scores

[https://jira.\[REDACTED\]secure/Dashboard.jspa?selectPageId=10678#Filter-Results/13732](https://jira.[REDACTED]secure/Dashboard.jspa?selectPageId=10678#Filter-Results/13732)

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INC-7768	Severe degradation to Licence runtime component in US-East region	⊘	CLOSED	Platform	Severe degradation to customers using licence runtime as a upstream component.	Fixed	Apr 06, 2016	24.0	[-]
INC-7762	[REDACTED] - High 503 Errors getting audio URLs	↑	RESOLVED	[REDACTED]	Service degradation	Fixed	Apr 04, 2016	2129.0	[-]
INC-7327	[REDACTED] Unable to find tracks for various artists in MX region	↑	OPEN	[REDACTED]	Some Tracks will not available to some [REDACTED] premium users	Unresolved	Dec 05, 2015		[-]

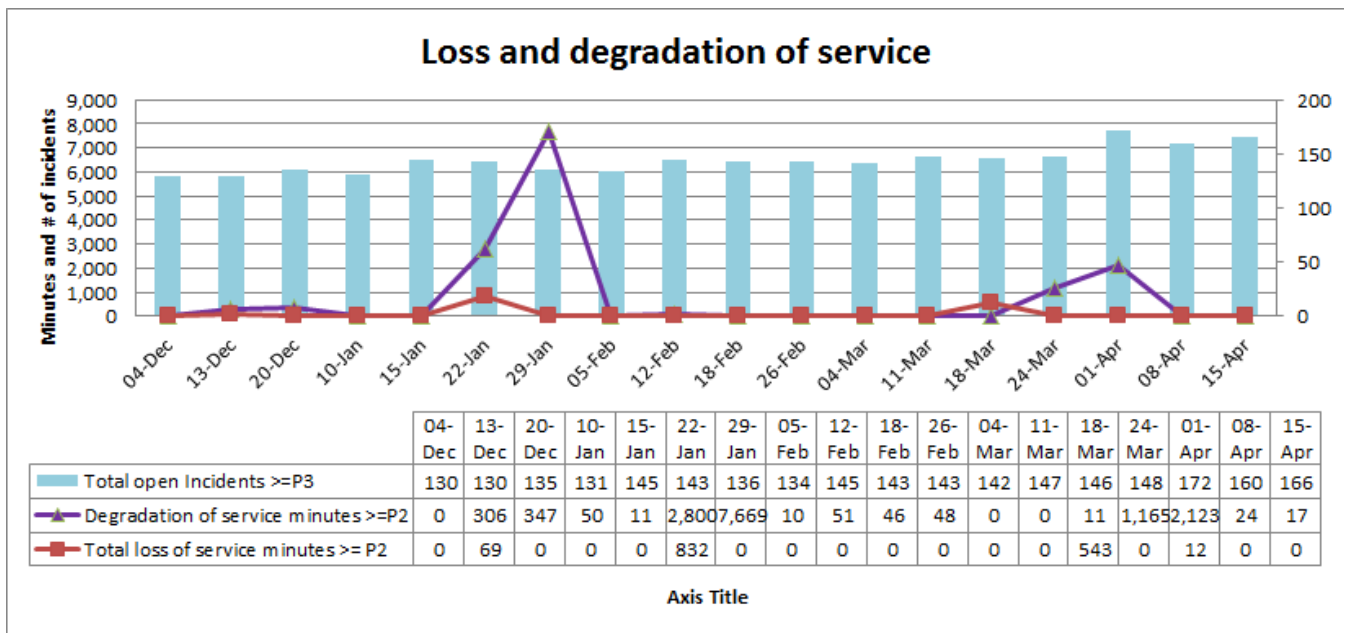
4 issues

Major Incident Summary

Key	Summary	Status
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INC-7797	A quarter of all getSuggestAsYouType API requests suffering severe performance degradation	Monitoring detected severe performance degradation to █████ studio. Investigations found that one Studio instance was failing to return getSuggestAsYouType API requests in an efficient time.
INC-7768	Severe degradation to Licence runtime component in US-East region	Increased licence runtime stack capacity to more than double to deal with the spike and bring the service back to its normal operating levels now. Cause seems to have been a spike on the DynamoDB Table License_TrackLicence.
INC-7762	█████ - High 503 Errors getting audio URLs	503 error numbers were really low (282/50557 requests) over a 24hrs period, the cause believed to be due to GC settings. CR-1675 deployed to update the Application Studio to use JVM settings as recommended by OPS (PROB-8464) and introduce larger EC2s (c3.large) to make our production stack more stable under load and hopefully fix this issue.
INC-7327	█████: Unable to find tracks for various artists in MX region	UMG's snapshot completed. CS are loading the resulting rights and will confirm status next week (CS expect ~99% of the gap to be completed)

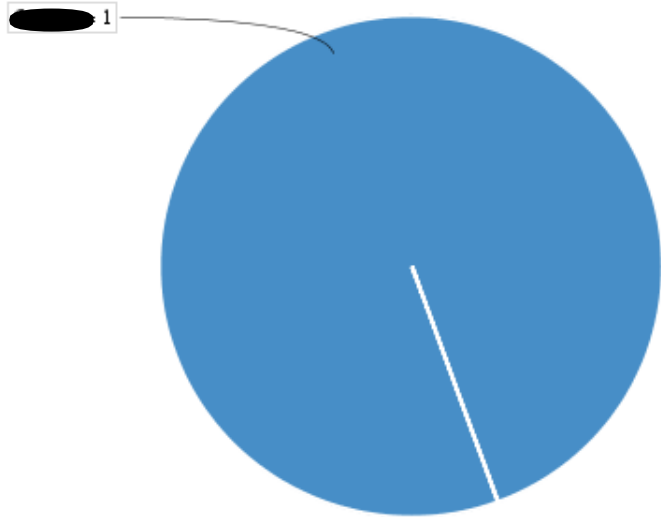
Statistics



Open major incidents	Incidents by customer
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Status	Issue Type		
	Content Issue	Degradation	T:
OPEN	154	1	155
IN PROGRESS	2	0	2
REOPENED	9	0	9
Total Unique Issues:	165	1	166

Showing 3 of 3 statistics.



Total: 1 . Chart by: Customer

Problems

To enable us to track on-going problems this page has been created to track all present top problems. There is also a [JIRA Agile board](#) and [This Weeks Problems dashboard](#)



The table below is not listed in order until you click on the RPN column at right and sort by largest RPN first.

New this week

Key	P	Rpn	Summary	Risk To Service	Assignee	Status	Status Update	Resolution	Operational Resolution
PROB-8834	↑		Both controllers on SCO-SAN2 now have no cache memory backup battery	<p>In the event of a power failure the data held in the cache on SCO-SAN2 would now not be written to disk. This would cause:</p> <p>All DB's on Ludwig may suffer data loss/corruption This would include:</p> <ul style="list-style-type: none"> MusicLoader_Direct MusicLoader_Temp STG_C10 STG_DMG STG_EMI STG_FUG STG_KBT STG_KON STG_NAX STG_RJT STG_TUN STG_VD0 Stream_DIR <p>And over 50 more staging DB's</p>	Problem Management	OPEN	Infrastructure sent new batteries to Edinburgh on Wednesday. Task with Content Services to fit them raised	Unresolved	

1 issue

Outstanding

11 issues

Key	P	Rpn	Summary	Risk To Service	Status Update
PROB-8834	↑		Both controllers on SCO-SAN2 now have no cache memory backup battery	<p>In the event of a power failure the data held in the cache on SCO-SAN2 would now not be written to disk. This would cause:</p> <p>All DB's on Ludwig may suffer data loss/corruption This would include: MusicLoader_Direct MusicLoader_Temp STG_CIO STG_DMG STG_EMI STG_FUG STG_KBT STG_KON STG_NAX STG_RJT STG_TUN STG_VD0 Stream_DIR And over 50 more staging DB's</p>	Infrastructure sent new batteries to Edinburgh on Wednesday. Task with Content Services to fit them raised
PROB-8761	↑	0.0	Missing Images	Customers will be missing Images on some tracks	<p>Since PROB-7919 we have exported more labels (namely) and so these new missing images may be from those labels.</p> <p>Followed with CS to confirm how we could fix these missing images.</p> <p>TOC to investigate further this issue over the weekend.</p>
PROB-8752	↑	20.0	Enclosure enc029 interconnect problems	<p>be2 OSS DB slave net0 issue - server only has one network interface. If another is lost, we will have no database replication on our primary event management system</p> <p>ms002-ace1.uk3.ribob01.net unavailable causing loss-of-resilience to CMS holding up ASG Applications work on TE2</p>	Sandeep to replace the faulty Virtual Connect card
PROB-8716	↑	12.0	glibc security vulnerability	<p>There is a low risk around security breaches but following the library usage on our systems, we have very few cases where the vulnerability is exposed.</p> <p>Infrastructure need to assess email and DNS servers which are possibly at risk.</p>	<p>New AMI has been created by Platform Service but so far Systems Team review shows that we are not really affected by this, so risk is very low and we'll simply allow component owners to pick up the new version when they next release. Still pending final update on email and DNS server vulnerabilities from Infrastructure because it is deemed that these could be vulnerable. If fixed or deemed secure, we will deprioritise this problem.</p>
PROB-8684	↑	4.0	Long queries consuming all disk space on ms-services-warehouse-prod Redshift cluster (AWSCORE) and causing cascade of failures on Statistics	<p>Data on ms-services-warehouse-prod redshift cluster will not be up to date which could potentially cause issues with the statistics component.</p> <p>Top album charts may get out of date</p>	<p>Reopened this problem because we had another occurrence of disk space running out on the Redshift cluster. This time just on a single node. This issue was also a result of a Catalogue backfill that wasn't communicated properly to dependencies.</p> <p>Statistics Team have STATISTIC-210 open to find ways to handle unexpected, massive volumes of data.</p>
PROB-8670	↑	17.0	app outage	Total loss of service	<p>Task with TOC to identify the root cause of why monitoring did not pick up the issue and improve monitoring.</p> <p>Task also with Platform Services to see if deployments that do not comply with mandatory platform version updates can be blocked.</p>

Tasks still pending. No updates this week.

PROB-8632	↑	Success Codes Being Returned From MSS License When Data Has Not Been Loaded Correctly	<p>Potentially affecting license data for all MSS Services.</p> <p>We check a good number of Priority new releases every week and these are ok, but these are new ingestions i.e. first time loads to MSS License.....</p> <p>.....it is Updates that are the issue e.g. Updates to change the Price Code of existing [REDACTED] Releases (for [REDACTED] sale periods), and updates to additional usage rights for previously loaded Releases (e.g. for [REDACTED]),.....we know that this works OK most of the time because over the last couple of months we have checked the MSS License loaded data for a lot of [REDACTED] content to which Updates have added missing usage rights to existing content and this has usually worked correctly, but we are now seeing more examples of the issue described in this JIRA.....</p> <p>.....it is only because we are manually checking certain releases that we realise that these "successfully" loaded (i.e. 204 response code) releases have not actually resulted in the data being correctly loaded – who knows how many instances of successfully loaded Releases exist where the data is currently incorrect in the MSS License data?</p>	<p>Since MSS-520 and CR-1604 have both been completed we are now in the process with Engineering and CS teams to validate as to whether this is a permanent solution to the problem.</p> <p>CS teams confirm that since CR-1604 roll-out we are no longer having to load Releases more than once in order to get the Price Code updated as required.</p> <p>Summary of Current Situation</p> <ol style="list-style-type: none">1. Success (200 series) Codes being returned when the UpdateReleaseLicense API has not actually updated the data into the MSS License Management component – *FIXED* Since Phil's 14th March CR-1604 roll-out CS Support (who manually check Price Code updates for numerous Priority Releases every week) have not seen an issue where a Price Code Update has not been correctly loaded to the MSS License Management component because the data did not get updated into MSS License (when a Success Code was received). So that issue does appear fixed, although CS Support will let us know if they see any new instances.2. Multiple Price Codes with different Start Dates delivered in same Update message from Label (usually Warner) not loaded correctly to License Mgmt. component – *OPEN ISSUE* As expected this is still an issue. The UpdateReleaseLicense API is updating the data into the License component but it is not populating the Price Code and Start Data correctly (into License) based on the data received in the Update message from the label. The plan is to work with Phil's Team in order to solve this issue in Engineering's License v2 implementation, which may still be a month or so away Phil Lamond ? In the meantime, if CS Support find one of these Warner issues when they are checking the weekly Priority releases they have to use a tool to manually correct the Price Code in MSS License. (Other instances of this error are presumably being created, but not being caught by the weekly Priority release check).3. There is also an issue where when we use the deleteTrackLicense API to delete tracks it does not always delete the Track license data even though a Success Code is returned. We have to reprocess the Track deletions a second (and occasionally a third time) in order for the Track license data finally to be removed – *OPEN ISSUE* <p>Success Codes Being Returned From MSS License When Data Has Not Been Loaded Correctly. This has largely been affecting the correct loading of price codes for Pono. Phil L has put a fix in place that removes a check against the refreshRelease flag used by the LicensingResourceBean, in MSS-520 - awaiting confirmation from CS that this has worked.</p>
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PROB-8534	↑	16.0 [REDACTED] Subscription Event Discrepancies	<p>Low - it is causing additional work for the the reporting team to reconcile the numbers each month however we are agreeing on the figures to use in the royalty statements.</p>	<p>Subscription component has been found to be updating the database so investigation is needed by Reporting Team.</p> <p>We did not appear to receive those events on SQS, Chang currently contacting AWS to check if there are any outages that could explain the missing subscriptions.</p> <p>Chang planning to put in another SQS queue to collect the message without dump and keep a tighter monitor on the process. At the moment he will be fixing the missing subscription data.</p> <p>No progress this week.</p>
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PROB-8288	↑	0.0 Licence Runtime 5xx errors and slow API responses caused by memcached timeouts	<p>poor response times and errors affecting down stream services i.e. [REDACTED]</p>	<p>Jon W confirmed that View is completely separate from this so there is no relation. Also no Elasticache is being used for view yet. Main problem is simply Licence is known by the developers to be slow and is being redesigned from the ground up to V2.</p> <p>Will review after Licence V2 has been rolled out. PROB-8337 I as been consolidated into this JIRA</p>
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PROB-7274	↑	0.0 Licence PROD us-east-1 HTTP 5XX error rate above	<p>delay in licences applied to some content for: tracks, releases etc for</p>	<p>Alerting thresholds have been changed and DynamoDB tables provisioning has been updated with better values.</p>
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threshold

some regions this may cause some to not be available temporarily.

V2 migration currently in progress. Asked DB team to review some of the open sub-tasks of this issue.

PROB-7109	↑	0.0	Artists appear in search even though no releases/tracks linked to it	Currently visible on service. Referenced by linked INCs and is observable as artists returning in search queries when they have no releases or tracks	The issue highlighted in this JIRA should be resolved when the Artist Merge functionality is in place and we have caught up with all outstanding Artist Merges in MSS - the ETA for the completion of this work is by the end of the day; originally reported issue has been fixed but RCA ongoing. MSS-104 has been closed, but closed with the statement that it will not fix this issue. Chased a few people in Engineering for a status as this is a very convoluted issue that many people have looked at. Licence V2 migration underway. Sub-tasks assigned to ASG Applications and Databases for review
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11 issues

Closed this week

2 issues

Key	P	Summary	Risk To Service	Status	Status Update	Resolution	Operational Resolution
PROB-8770	↑	Drop in connectivity to all components in AU region	Loss of service to all components in AU region	CLOSED	Issue has now stabilised TOC will continue to investigate the root cause of the [redacted] Studio failure and the increase in latency on the Gateway. At the time of the incident we couldn't access the Sydney region in the AWS console (was timing out) but other regions were accessible, hence the belief this might be an underlying AWS issue. AWS advised no issues from their perspective - and we have seen no further issues since and can find no other root cause for the initial spike in latency that caused the [redacted] studio instances to fail so most likely some network connectivity issues.	Incomplete	infrastructure other
PROB-8543	↑	Lack of DNS resilience to Search service	All Search API's affected	CLOSED	A change to find is scheduled to be deployed with the Gateway next week: MSS-594 : Add new find client (1.1.8) to Gateway . Algolia DNS server had a DOS attack and we're not resilient because of the client version we're using. Reopened because we don't use the Algolia API client in the Gateway, only Find Management, so renamed the PROB. Working with Find team, we've found that there is a simple change that can be made in the Find client used on Gateway (in the way it handles retries at least) which may make this easier as the DNS change may be more work. PROB-8546 and this are now both dependent on MSS-272 so this has been put into MSS candidate list for next sprint. Change to find deployed with the Gateway and released to PROD: MSS-594 (Add new find client (1.1.8) to Gateway)	Fixed	application [redacted] reconfigured

2 issues

Downgraded this week

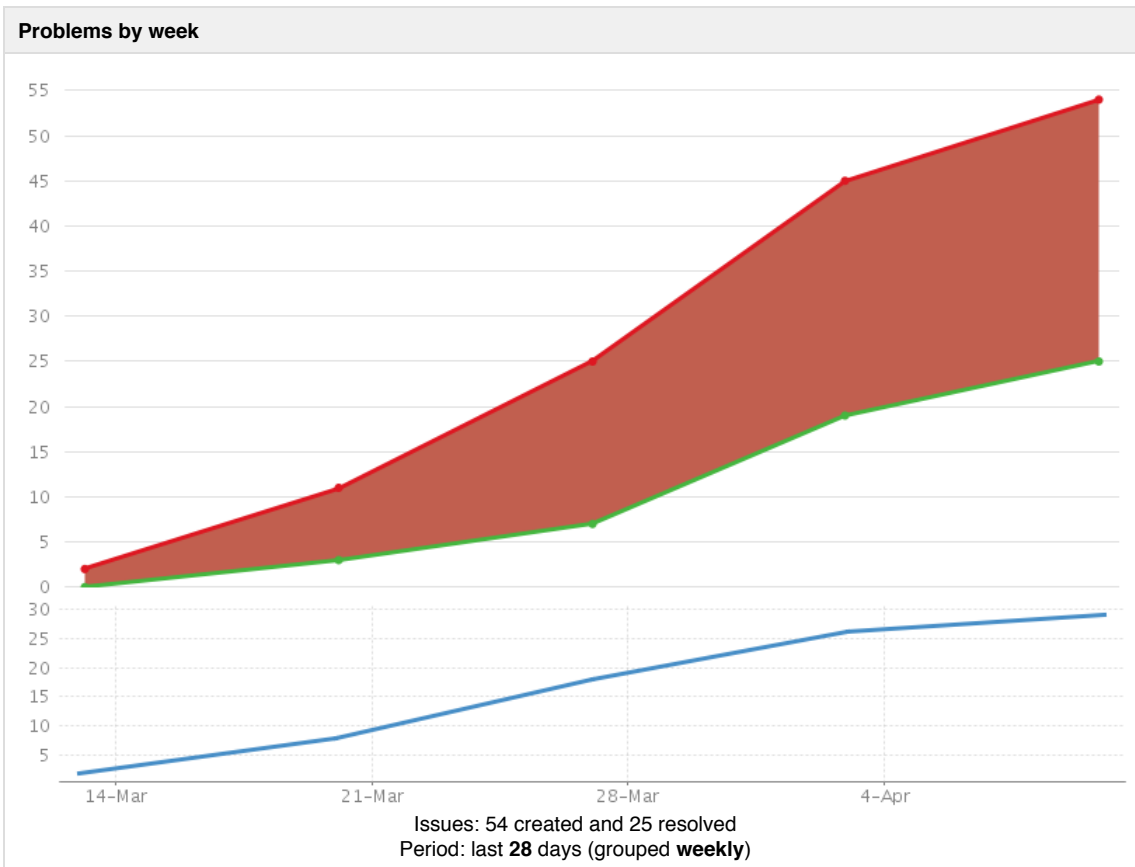
Key	P	Rpn	Summary	Risk To Service	Assignee	Status	Status Update	Last Status Update	Resolution	Operational Resolution
PROB-8158	↑	0.0	Audio files with 0 duration	Line cannot go live with these errors	Problem Management	OPEN	We are waiting on the labels completing their asset re-deliveries. The bigger issue of 0 byte/truncated audio in production for those not reported by the partner is a task which CS team plan to revisit once the labels have done their part as it is more efficient that way. It has been confirmed that Line are	Apr 15, 2016	Unresolved	

still are not processing updates correctly, all of the errors we are seeing are due to expired tokens

PROB-8120	↑	0.0	Partial availability of UMG content in MX region	unable to find tracks from artist		OPEN	UMG - gap between subscription_ondemand_stream right and subscription_download right was decreased further to 4k tracks<21k tracks depending on territory (AU gap is 13k tracks). Low numbers and agreed to downgrade and track in BAU between CS and UMG	Apr 15, 2016	Unresolved
PROB-6585	↑	0.0	High number of items queued on Zabbix proxy "PROD OSS VPC MSS us-east-1"	Inability to monitor instances behind main, US East proxy.	Problem Management	OPEN	Most important issue with delivery old monitoring data from MSS proxy is now solved by moving hosts to the new regional spoke server so the probability of hitting this issue again is quite low. However bug is still present but a case is open with Zabbix support and being tracked within ASG	Apr 15, 2016	Unresolved

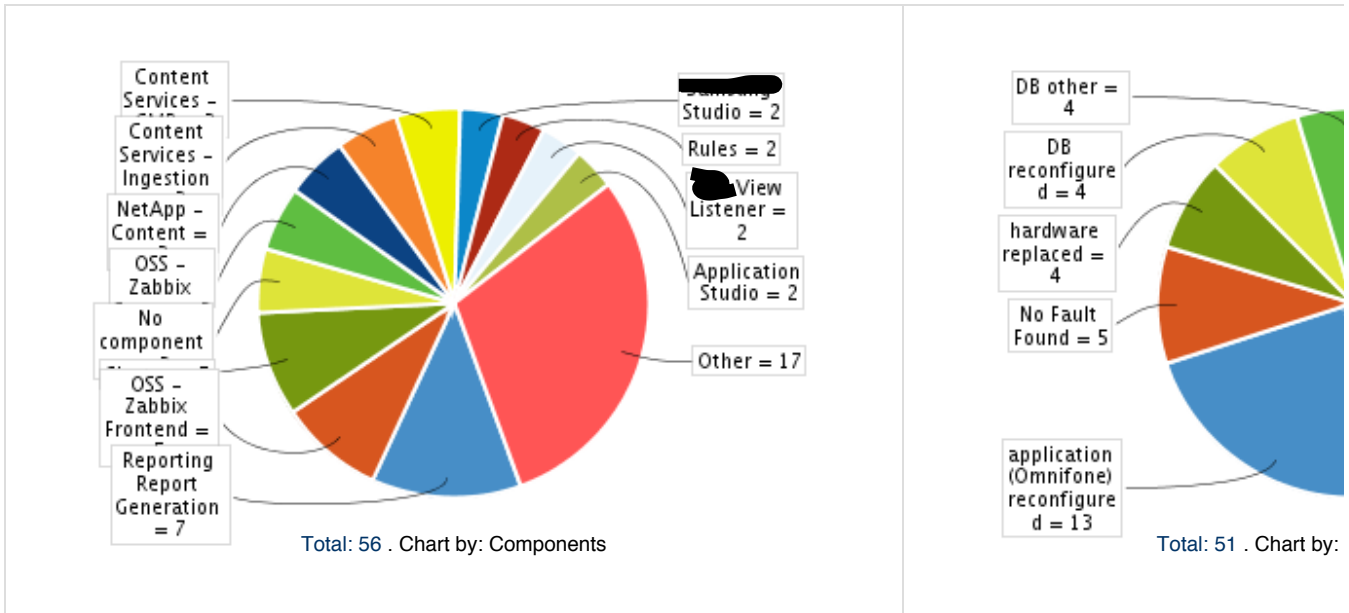
3 issues

Statistics



Problems by Component

Problems by cause



Projects

Key	Summary	Assignee	Status	Epic Name	Status Update	Last Status Update
OPRO-520	OSS Hub Improvement	[Redacted]	OPEN	Improve SMF configuration on the OSS Hub	Improvements required to backup scripts before including in server build.	Apr 13, 2016
OPRO-509	Operational improvements	[Redacted]	OPEN	Zabbix MySQL database and Solaris pkg package manager knowledge sharing	Knowledge sharing sessions held	Apr 15, 2016
OPRO-503	Operational improvements	[Redacted]	OPEN	Sign off monitoring of current live components (R - Release)	set up basic system monitoring, created submaps and map for [Redacted] content ingestion platform	Apr 15, 2016
OPRO-501	Operational improvements	[Redacted]	OPEN	Retrofit Zabbix templates and host groups to simplify format (R - Release)	[Redacted] studio [Redacted] jump-ui and licence-management done	Apr 15, 2016
OPRO-499	Oracle RDBMS Licence Expiration	[Redacted]	IN PROGRESS	Migrate CONT1 (CS1) ingestion and delivery platform to a different database technology	Data replication of full GCA schema down to under 13 hours with larger instance type. Although data-type conversion still taking over 22 hours. Partitioning issue resolved by flattening partitioned tables. Schemas migrated and tested on-going.	Apr 15, 2016
OPRO-427	Data Analytics Platform	[Redacted]	IN PROGRESS	Create a production ELK stack for content delivery	Added rsyslog to origin and mpack profiles. Prepared configuration for Meter	Apr 15, 2016
OPRO-422	Data Analytics Platform	[Redacted]	OPEN	Quick review on whether ELK could be used for AWS Streams data	Started research	Apr 15, 2016
OPRO-417	GMB Ingestion Platform Improvements	[Redacted]	IN PROGRESS	Reduce [Redacted] database operation times and AWS costs	Indices created on DB and throughput improvements already seen.	Apr 15, 2016
OPRO-381	New Service Operational	[Redacted]	IN PROGRESS	Operational Readiness Content Distribution	Knowledge improved on functionality, how to configure and call jobs	Apr 15, 2016

	Readiness			JSONifier application		
OPRO-380	New Service Operational Readiness		IN PROGRESS	Operational Readiness of Content Distribution Extraction Process	Content distribution reporter process monitoring now deployed to production including interactive map. Training given to reporting team to enable them to administer the monitoring themselves	Apr 15, 2016
OPRO-238	OSS Spoke Platform Redesign		IN PROGRESS	Deploy 1-2 applications through deployment pipeline with new OSS Spoke DNS address	US East regional spoke now heavily used in production	Apr 15, 2016
OPRO-220	Container-based Application Monitoring and Logging		IN PROGRESS	Create an interim solution for monitoring currently enabled ECS tasks and services	Routing for monitoring isn't working. Should just be a config change to subnets, VPC or SGs. Asked Infra for advice	Apr 15, 2016

12 issues

i If it is past Sunday, you can view the previous week's status updates using [this Jira filter](#).

Other

Achievements

- is out of the old office now and set up with a home office (this actually happened a couple of weeks ago)
- Had a DevOps introduction session on the Mashup Portal

Issues

- Previous work to add automation to reprocessing DLQ messages has shown to have an unexpected effect as a result of implementing different logic to that which was originally planned. The script has been disabled for now and [OPRO-523](#) has been raised to address the issue next pulse
- , and s SLAs skew any stats we can provide or real impact to service shown in the results below
- metering migration post-poned
- 20+ hours spent by ASG working on unplanned issues (**trailing a way in JIRA to track and report this time properly**)

Past Weeks

File	Modified ▼
> OPS-TechOpsWeeklyReports-2016-04-01.pdf	Apr 01, 2016 by Gareth Brown
> OPS-TechOpsWeeklyReports-2016-04-01.pdf	Apr 01, 2016 by Gareth Brown
> OPS-TechOpsWeeklyReports-2016-03-24.pdf	Mar 24, 2016 by Gareth Brown
> OPS-TechOpsWeeklyReports-2016-03-18.pdf	Mar 21, 2016 by Gareth Brown
> OPS-TechOpsWeeklyReports-2016-03-13.pdf	Mar 12, 2016 by Gareth Brown

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