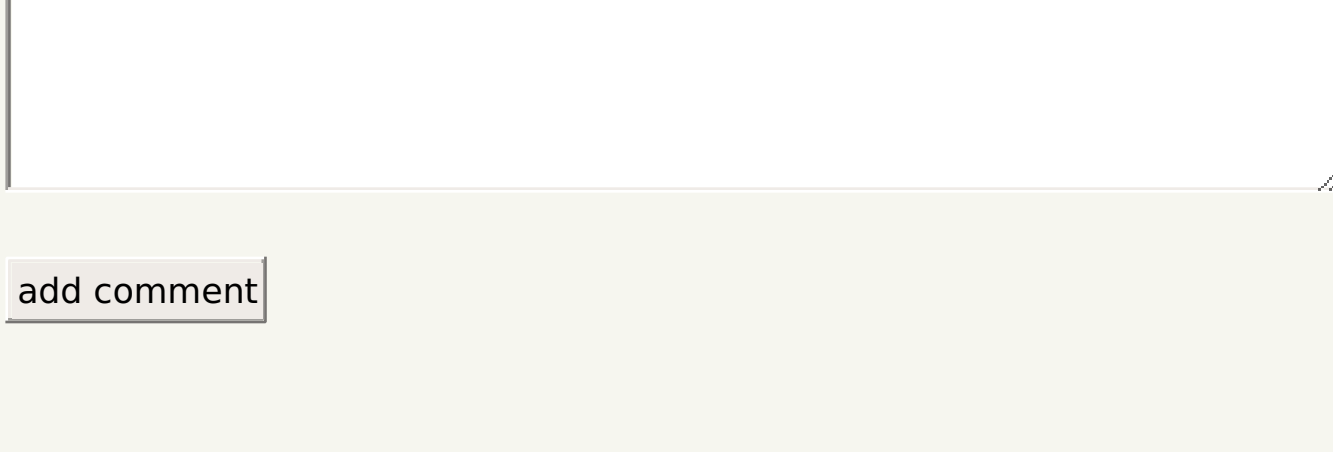


Status.github.com: "We're failing over a data storage system"
129 posts by dondong 6 hours ago | hide | post | web | favorite | 71 comments

Updates to gist are getting lost. It accepts them as normal but the next page load for the gist is the previous version. Twitter accounts describe the same sort of problem for git repos.

status.github.com reports "We're failing over a data storage system in order to restore access to GitHub.com."



add comment

jypepin 31 minutes ago [-]
It's been over 6hrs without update, except the hourly message which states the same. I'm really looking forward this post mortem, but having been in the situation where I've had to deal with large scale outages like this one, I guarantee some engineers are having a bad time right now, and I feel for them.
GitHub engineers, if you are reading me (probably not), KEEP IT UP, it happens to the best of us! <3
reply

keyle 5 hours ago [-]
I don't know if they keep changing the text updates with a slightly different version to
- prove it's a human that typed it
- there is code the prevents repeating twice the same message
either way it's entertaining... But it's Monday morning in Australia and we need to release! (yep we do this via pr/tagging etc.)
reply

rococode 47 minutes ago [-]
Isn't it enough to delete the older tweet? Or maybe just add a timestamp to the message.
Off-Topic: If it's not possible to write a tweet with the exact text from a deleted tweet, then a way to prove someone wrote a tweet and then deleted it would be to have them try to write it again.
reply

Fuzzwah 4 hours ago [-]
It is to ensure that the updates get mirrored onto twitter, where exact duplicates can't be posted.
reply

hiccuphippo 1 hour ago [-]
Deleting tweets is a terrible workaround. Once github start tweeting and people start linking to those tweets they can't go ahead and delete them 50 minutes later.
reply

mehrdadn 1 hour ago [-]
They can't alternate?
reply

ComputerGuru 3 hours ago [-]
I can't add comments to pull requests("you can't do that right now") and any commits pushed to branches are not updating the visible status in the web interface, no are newly created branches showing up. However, if you navigate to a new commit directly with its SHA (so you can share it with someone if you really want), it'll show up (so they're just not being indexed).
EDIT:
Obligatory "that's what happens when the whole world relies on a centralized git repo" and a reference to gitea, which has a very slick github-esque UI and is incredibly easy and light to deploy/run (on an existing server, your own PC, a raspberry pi, a docker vm, or whatever): https://gitea.io/en-us/
reply

rodorgas 52 minutes ago [-]
I'm receiving emails (a lot of duplicates) from comments in PR, but they won't show up in the browser. I guess people are trying to submit multiple times, the email is sent but comment isn't posted.
reply

samuel1604 45 minutes ago [-]
yes, but does it scale tho ? is it DR ? I mean sure fine it's easy and pretty but there is some operation challenge to figure out,
reply

theSage 2 hours ago [-]
I'm really looking forward to the post mortem that comes out of this (if it does). I always learn a lot from reading those.
reply

reindeerer 32 minutes ago [-]
A post-mortem from Microsoft ? nfw
reply

Joyrex39 9 minutes ago [-]
GitHub are not part of Microsoft yet, the deal has only just been approved. They are still totally separate, and will be for some considerable time.
Also Microsoft post plenty of postmortems, like this detailed one from the VSTS outage in Sept. https://blogs.msdn.microsoft.com/vsosservice/?p=17485
reply

shry4ns 11 minutes ago [-]
I don't know if someone's mentioned it yet but TravisCI is also not running on the commits that do show up on git, in Houston
reply

olingern 2 hours ago [-]
Local to Tokyo, Github has been down for most of the day. I never realized how much of my day centers around it: pr review, creating / commenting on issues, etc. Looking forward to the write-up. I'm also curious as to how this significant outage lines up with their SLA for enterprise users.
reply

Ofreeman00 9 minutes ago [-]
I think they started running over Microsoft infrastructure. ;)
reply

guywhocodes 1 hour ago [-]
What's strange to me is how many hours we've been given the same message. Today is an important day for my organization and not getting any information that hints how long this will last is a huge problem for our planning.
reply

stevenhedeiv 1 hour ago [-]
Are you a paying customer of GitHub Enterprise? If not, then you're getting your money's worth.
Snark aside, this is a great time to reassess your deployment strategies and look into things like local apt and pypi proxies. I'm confident you can find similar projects that will transparently cache your dependencies.
reply

guywhocodes 55 minutes ago [-]
I don't know how much my org is paying but it's no small amount, Enterprise no. Are we getting what we pay for? I don't think so, I think effective SLA of 99% isn't good enough for any SasS. But of course you understand that moving away from github is no small decision.
Absolutely is this a perfect time to assess deployment strategies and challenge all the advice of how big a company has to be before it's worth to do X.
reply

dfcowell 6 hours ago [-]
PR comments are also failing with HTTP 405 error code.
Great way to start the week.
reply

keyle 5 hours ago [-]
Well for the poor sods fixing it in the US, it's still Sunday evening...
reply

hayd 23 minutes ago [-]
Surely they have SRE teams around the world?
reply

geerlingguy 5 hours ago [-]
It's when I typically get an hour or two to crank out some open source PRs and issue queue cleanup. Sadly, the outage means I don't get that time to devote this week :(
reply

BadassFractal 1 hour ago [-]
Wonder if GitHub is "too useful to fail" at this point. As in, most people and companies won't switch git repo providers unless GitHub is down for many days at a time during the work week.
reply

avip 31 minutes ago [-]
Transition to BitBucket or gilab is one click away. Companies surely will move if incentives are there.
reply

mellisdesigns 1 hour ago [-]
What particular services are down? I noticed I can hit the UI.
reply

avip 32 minutes ago [-]
For me: can't fork, can't login (tested incognito), can't clone new repos.
reply

geggam 5 hours ago [-]
Interesting how everyone uses a tool designed to eliminate SPOF in a way it has a SPOF.
reply

geerlingguy 4 hours ago [-]
GitHub does not equal git; the reason I'm paused is because I use Github's issue queues to organize my OSS work. Much easier than self hosting an issue repository/bug tracker. I am still able to do all my work, run new containers, etc., but Github is more tied into business processes than actual code (which is what causes the pain during these outages).
reply

dfcowell 4 hours ago [-]
This is certainly making me rethink the workflows we are using in my team, particularly those around PRs and code review.
reply

6t6t6t6 6 hours ago [-]
Next: "We are restoring tape backups from some of our storage systems"
reply

6t6t6t6 3 hours ago [-]
"We are continuing to repair a data storage system for GitHub.com. You may see inconsistent results during this process."
reply

gavreh 5 hours ago [-]
My issue comments are not being saved, and if I do a tag push I don't see that reflected on the "releases/tags" area of GitHub.
reply

diegoperini 4 hours ago [-]
I just lost my session.
reply

RandomGuyDTB 5 hours ago [-]
Earlier GitHub pages was "down for maintenance". Probably not related but might be of note.
(source: my website is hosted on github pages)
reply

beams0 5 hours ago [-]
Seeing a lot of issues with Pull Requests.
reply

lgn1 5 hours ago [-]
Before all the trolling about Microsoft starts up, does anyone have current information on what these systems are?
In the enterprise space, a 'data storage system' could be an Array or a SAN or a lightpath etc, with usually quite long failover times. For an org like GitHub I'd think more like an object store (an Array-of-Hosts, if you will) or whatever storage mechanism holds their database files. Do they self host this sort of thing or is it an AWS/GCE/Azure service?
FWIW, all git commands are working fine for me (create a branch, push, colleagues can fetch my branch), but the UI doesn't show my branch & nor can I review/comment on PRs.
reply

reindeerer 5 hours ago [-]
I think it's obvious that it's their SQL storage that holds the website up that is pretty much in read-only mode, and has been for a couple hours now, not the git repos themselves.
reply

geerlingguy 5 hours ago [-]
Yeah, been trying to post comments and new issues and keep getting "405 Not Allowed" responses.
reply

scirus 5 hours ago [-]
For storing things other than git repos, GitHub is heavily invested in MySQL. AFAIK all of GitHub is hosted on their own hardware.
https://githubengineering.com/mysql-high-availability-at-git...
reply

friedman23 4 hours ago [-]
I can push a branch but I cannot access the pull requests that I create off of that branch
reply

karaokeyoga 6 hours ago [-]
Is it just me or is that status message wonky? Failing over something to restore access?
reply

cesarb 5 hours ago [-]
In this context, "failing over" means switching the active system to a replica. Which means their primary data storage system had some issue, and they were switching to a secondary data storage system, which hopefully contains the same data (replicated in real time, or nearly real time). Clearly that switch didn't quit work as expected, otherwise it would have taken just a couple of minutes before everything went back to normal...
reply

radicality 5 hours ago [-]
"Failing over" in this context most likely means either migrating to some replica (say doing a dead master mysql promotion) or spinning up some backup storage system to serve master reads/writes.
reply

rpillips 6 hours ago [-]
Sounds like an engineer knee deep in diagnosing the issue.
reply

diegoperini 3 hours ago [-]
That person needs our support more than anyone else right now.
reply

karaokeyoga 6 hours ago [-]
failing -> migrating
reply

pinneycolton 3 hours ago [-]
Well, they've got the "failing" part right. It's the "over" that's taking a while ;)
reply

hartator 5 hours ago [-]
I can access GitHub.com here (Austin,TX), but it's taking forever.
reply

reindeerer 6 hours ago [-]
[flagged]

mohammedbin 4 hours ago [-]
Snark, except snark only comes from people with little knowledge, as in this case you seem unaware that they are a completely independent entity as of today.
reply

benatkin 3 hours ago [-]
http://howfuckedismydatabase.com/mssql/
reply

_____Sash---701_ 4 hours ago [-]
What!?
reply

Memosyne 5 hours ago [-]
Anyone know if this could be related to the Youtube outage? It's been a while since I've seen these big websites go down.
reply

bognition 5 hours ago [-]
In what way? Youtube runs on internal google hardware, GitHub runs on its own hardware too.
It could be a networking issue, but you'd expect more sites to be impacted.
If it were a software issue, you'd expect a big player like google to be aggressively patching and talking about a bad release.
More likely is its just a coincidence.
reply

jpatokal 52 minutes ago [-]
Github is not hosted by Google and was acquired by Microsoft some time back, so that seems... unlikely.
reply

danielhlockard 4 hours ago [-]
I'm not sure how you could postulate that they're related
reply

ObsoleteNerd 3 hours ago [-]
Targeted attacks on specific aspects/assets of a major websites infrastructure? Eg target a specific service that both sites have in common in their back end? Not even sure if that's feasible but it's an idea.
reply

Memosyne 22 minutes ago [-]
I figured it was just a coincidence, but the HN network is so well informed I thought I'd just ask the question on the off-chance it wasn't.
I personally don't find a relation likely.
reply

julienfr112 49 minutes ago [-]
Is that a job of the Microsoft special project team ?
reply

CodeM0nkey 42 minutes ago [-]
GitHub has not yet been acquired by Microsoft, they're completely separate.
reply

arthurcolle 38 minutes ago [-]
I wonder if this will vaporize the deal.
reply

gyvasts 45 minutes ago [-]
Great takeover, Microsoft.
reply

platinum4 4 hours ago [-]
This has been super frustrating, as people have deadlines and are working to finish projects before Monday morning.
What are the (good) alternatives to Github? Gitlab supposedly is Google-backed, so I don't want to have my private code there. Is Bitbucket the only one left?
I don't mind paying monthly, which I already do for GitHub.
reply

Tecuane 4 hours ago [-]
> Gitlab supposedly is Google-backed, so I don't want to have my private code there.
This strikes me as odd. May I ask why usage of GCP is a deal-breaker for you? While I can understand not wanting to use Google products directly as a consumer, I believe it would be - for lack of a better term - platform suicide for Google to intercept and perform its usual analytical shenanigans on the data content of transmissions to/from their platform.
Either way, Phaillity's Phabricator[1] is \$20/user/mo.
1. https://www.phaillity.com/pricing/
reply

Jedi72 3 hours ago [-]
Nobody trusts GitHub for any reason any more as they have proven unworthy of our trust.
reply

hactually 2 hours ago [-]
That's a silly statement. By saying 'nobody' - a single point of data invalidates your assertion.
I use gmail, I'm quite happy to trust that contract.
reply

jammygit 1 hour ago [-]
You're saying that you trust that contract today, or are you saying that you have always trusted that contract?
Its only recently that gmail's contract involved keeping out of your data. I think they also only say they abstain from using your data for targeted advertising, not that they don't use it for other purposes. I haven't read the terms in quite a while though and I could be mistaken.
Great products though. I really do wish I could pay for them in exchange for a real, trustworthy, and comprehensive privacy promise.
reply

thar 3 hours ago [-]
This type of thing will always be a risk with cloud infrastrucure no matter what service you choose.
reply

cmroanirgo 2 hours ago [-]
If you've a server of your own (and even if you don't, you can self host for a few \$/mo), gitea is an easy choice: https://gitea.io
reply

toomanybeersies 2 hours ago [-]
You can self-host Gitlab, as well as Gogs, Gitea, and a handful of other solutions.
reply

patrickg_zill 1 hour ago [-]
I have been meaning to evaluate fossil-scm.org for a while...
reply