Slack at the Edge

Brett Pemberton
Senior Engineer, Cloud Platform
10M Daily Active Users
85k Paying Customers on Slack
65 Fortune 100 Customers
150 Expanded to 150+ Countries
1500 Apps in the Slack Directory
Glitch is Dead, Long Live Glitch!
https://slack.engineering/flannel-an-application-level-edge-cache-to-make-slack-scale-b8a6400e2f6b

"125/365 Dolls in the Rain" by byJoeLodge is licensed under CC BY 2.0
"Turkey Tracks in Snow" by Patrice Beaulieu is licensed under CC BY-SA 2.0
LoadBalancer **haproxy-wss-nlb-prod** has failed its healthchecks in **EU (Ireland)**. The Cloudwatch alarm is **nlb-wss-haproxy-prod-no-healthy-nodes-eu-west-1**

LoadBalancer **haproxy-wss-nlb-prod** has failed its healthchecks in **South America (Sao Paulo)**. The Cloudwatch alarm is **nlb-wss-haproxy-prod-no-healthy-nodes-sa-east-1**
Saturday, January 12th

**ThousandEyes**

*Alert triggered for test: network-health eu-west-2a lhr*

**ID:** 20679060  
**Rule:** Connection to target agent failed  
**Scope:** 4 agents

**Amazon Web Services Service Status**  

*Informational message: Network connectivity*

We are investigating network connectivity issues for some instances in a single Available Zone in the EU-WEST-2 Region.

**Amazon Web Services Service Status**  

*Informational message: Increased Error Rates*

We are investigating increased error rates and elevated latencies for AWS Lambda requests in the EU-WEST-2 Region. Newly created functions and console editing is also affected.

**Amazon Web Services Service Status**  

*Informational message: Network connectivity*

We can confirm that some instances have experienced a loss of power in a single Availability Zone in the EU-WEST-2 Region. Some EBS volumes within the affected Availability Zone are experiencing degraded performance. We continue to work on resolving the issue.
incoming-webhook • APP 12:38

Haproxy has failed healthchecks in EU (London). This region is now down

Ryan Katkov • 12:43
Yeah, looks real.

Charts indicate recovery

Jamie Scheinblum • 12:51

Jamie reconnect performance
(no title) (0 bytes)

Degraded mode kicked in!
From my eyes (On a computer now), this was a successful automatic remediation.
Jamie Scheinblum 😱 13:14
(It is concerning the region is still dead)

Dusty Pearce 13:14
It is.
• Keep an eye on customers
• Don’t just automate for automation’s sake
• Small improvements all add up
• Keep an eye out for haunted load balancers
Thank You!

For more information go to: slack.com