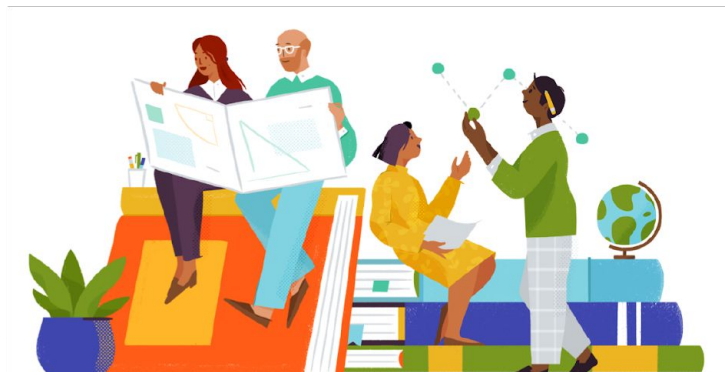


Slack at the Edge

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>













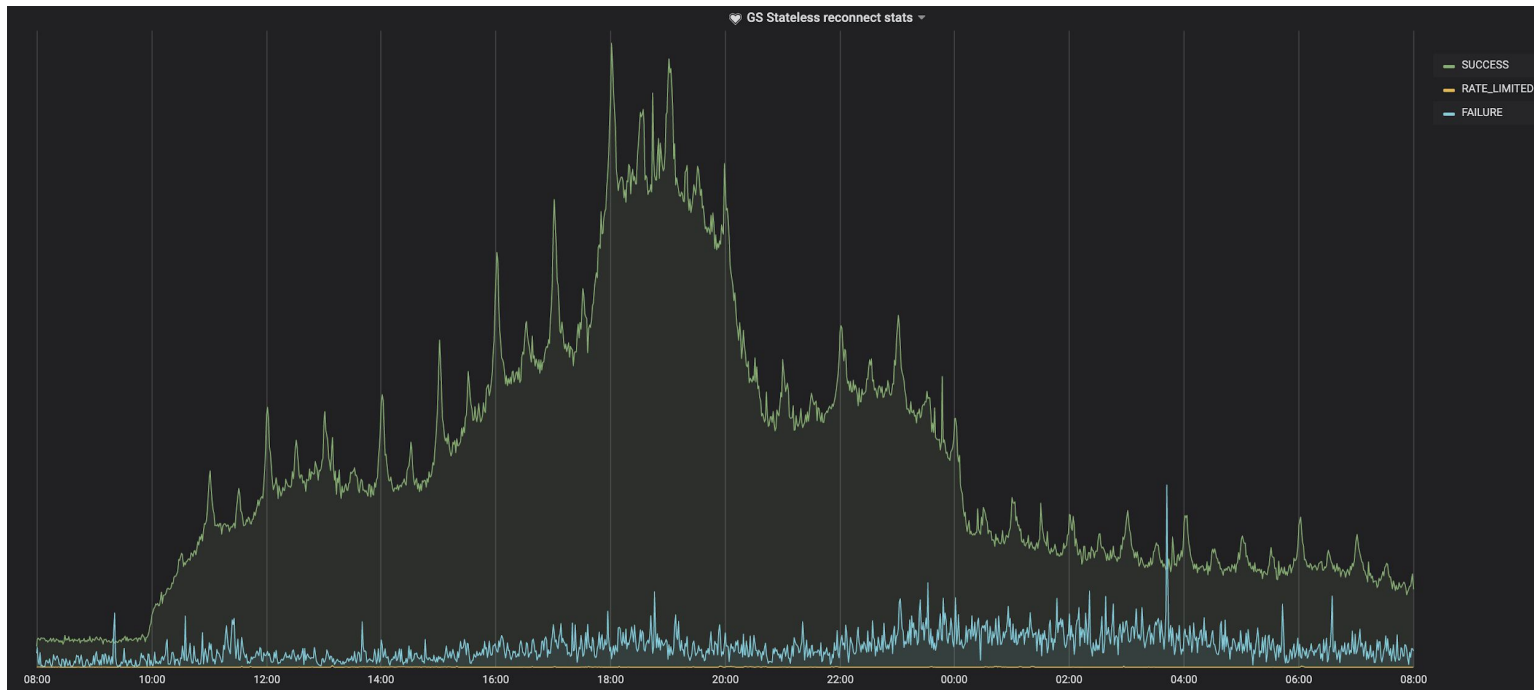












🍏 LoadBalancer **haproxy-wss-nlb-prod** has failed its healthchecks in **EU (Ireland)**.
The Cloudwatch alarm is **nlb-wss-haproxy-prod-no-healthy-nodes-eu-west-1**

🐜 1  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**

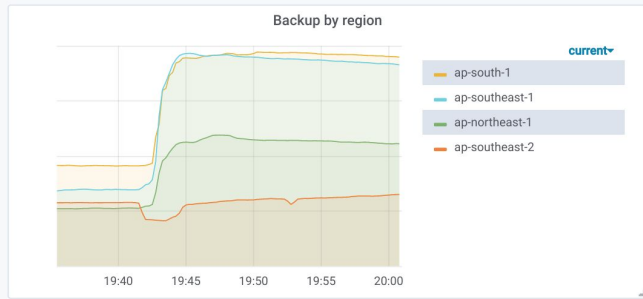
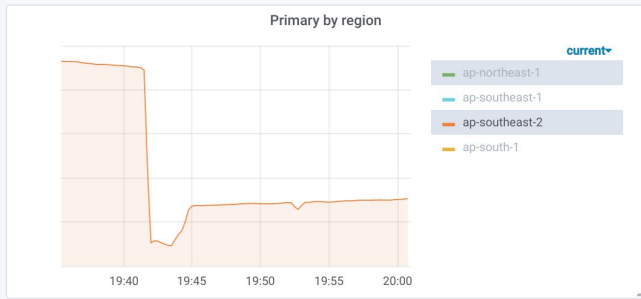
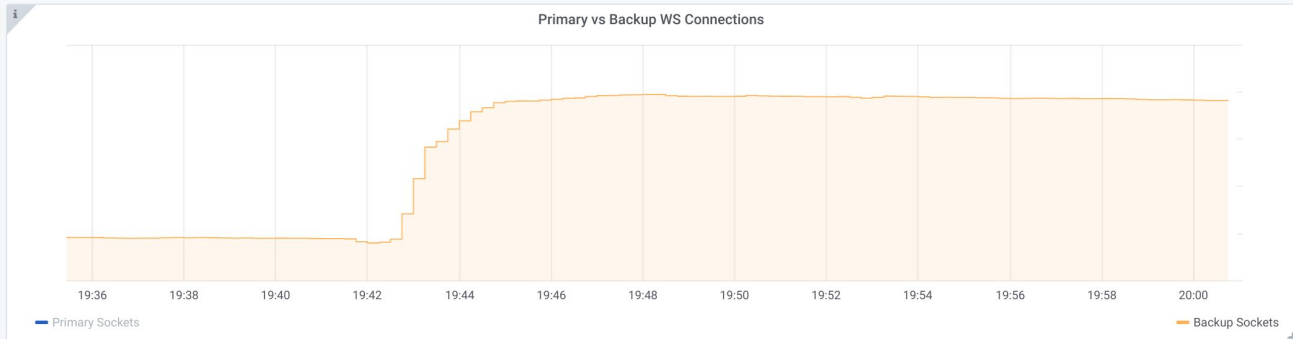
🐜 1

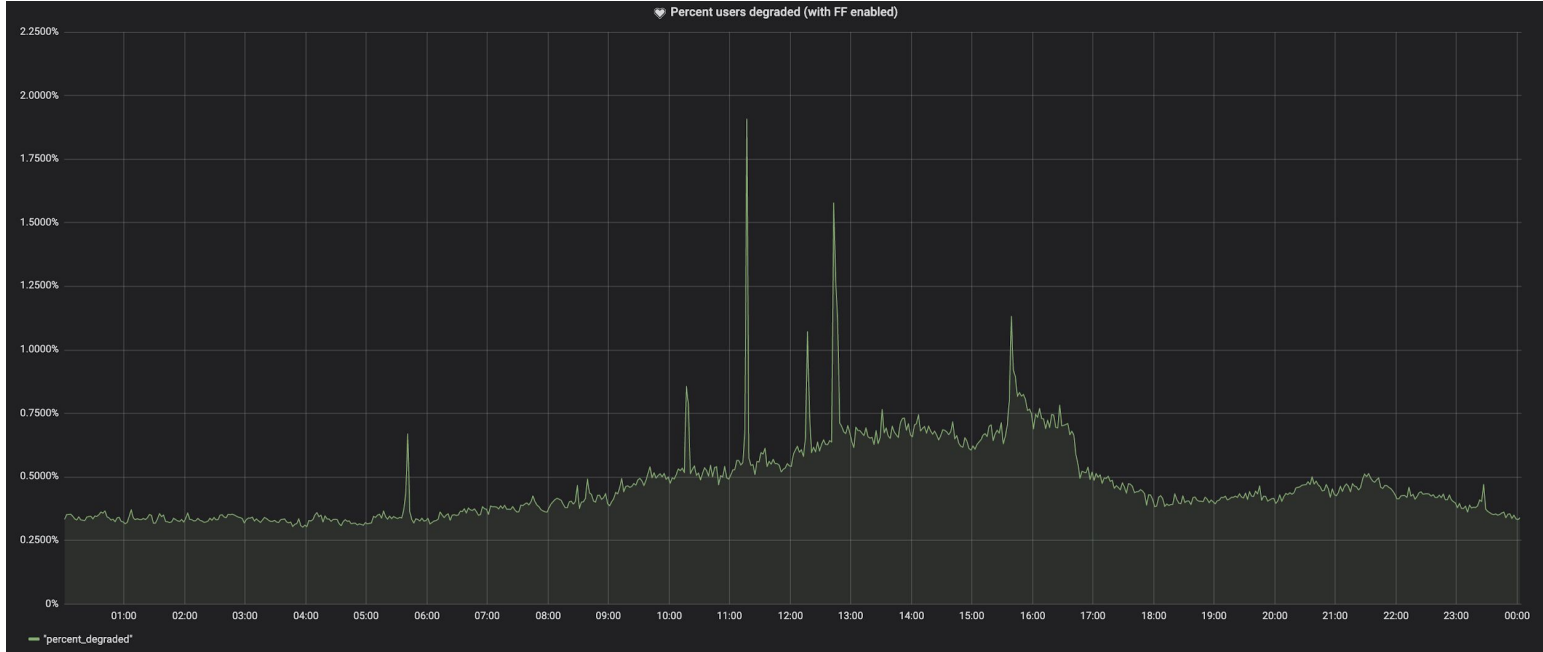
Region: ap-northeast-1 + ap-south-1 + ap-southeast-1 + ap-southeast-2

Host: All

Flannel Panel (DC)

Flannel Primary vs Backup





Saturday, January 12th



ThousandEyes APP 12:36 PM

Alert triggered for test: network-health eu-west-2a 1hr

ID: 20679060

Rule: Connection to target agent failed

Scope: 4 agents

ThousandEyes Alerts | Jan 12th



Amazon Web Services Service Status APP 1:02 PM

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 APP 1:17 PM

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 APP 2:27 PM

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.



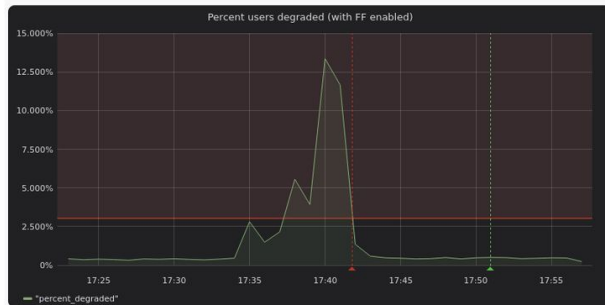
Charts indicate recovery



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

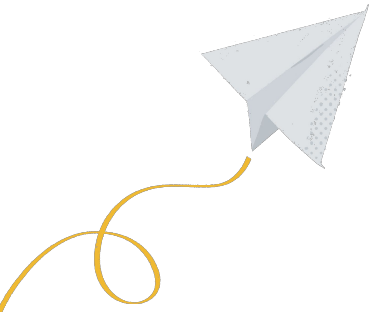
(It is concerning the region is still dead)



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

