2024-01-13

stakefish

Lido Ethereum Validators Outage Postmortem

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1 Overview

On 2024-01-12, our monitoring system alerted that a number of Ethereum validators were behind consensus and not validating. Because of an issue in our escalation process, the overall incident had a delayed incident response. The incident started at 18:24 UTC, acknowledged at 20:43 UTC, and the full response started at 23:58 UTC. The outage was resolved by 2024-01-13 at 00:14 UTC.

2 Impact

Lido Ethereum validators operated by stakefish were impacted and down during the outage period.

3 What Happened

The primary beacon node went completely offline due to a kernel panic after an OOM condition. The validator client responsible for the affected validators did not fall back to the other standby beacon nodes.

We have monitoring and alerts configured correctly, but the response was delayed because of a deficient escalation procedure.

4 Resolution

We brought the affected validators online to resolve the immediate outage by restoring the failed beacon node.

5 Timeline

Date	Log
2024-01-12 18:24 UTC	Monitoring alerts
2024-01-12 20:43 UTC	Acknowledged
2024-01-12 23:58 UTC	Response
2024-01-13 00:14 UTC	Recovery

6 Action Items

To prevent similar outages from occurring in the future, we are implementing the following action items:

1. Improve stability of all nodes by upgrading the operating system along with the latest stable Linux kernel version and latest software versions.
2. Improve escalation procedures to reduce response times by increasing coverage.
3. Explore an auto-restart mechanism of validator clients upon beacon client failure.