

2023-02-17

stakefish

Lido Ethereum Validators Outage Postmortem

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1 Overview

On 2023-02-17, 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 20:49 UTC, acknowledged at 21:52 UTC, and the full response started at 23:13 UTC. The outage was resolved by 2023-02-18 at 00:23 UTC.

2 Impact

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

3 What Happened

During a past incident, we did a file-level sync of chain data to restore a number of the affected hosts. Hosts that had the sync process done exhibited corrupted chain data. Multiple execution clients used by our Lido validators were restored through this method, and they all failed at the same block.

We have monitoring and alerts configured correctly, but the response was delayed because of an issue in our escalation procedure.

4 Resolution

We brought the affected validators online to resolve the immediate outage using standby beacon nodes and execution clients.

Affected hosts were synced from genesis to completely resolve the issue with corrupted chain data. They have since restored regular operations.

5 Timeline

| Date | Log |
|----------------------|-------------------|
| 2023-02-17 20:49 UTC | Monitoring alerts |
| 2023-02-17 21:52 UTC | Acknowledged |

| Date | Log |
|----------------------|---------------|
| 2023-02-18 00:23 UTC | Full recovery |

6 Action Items

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

1. Completely remove file-level syncing of chain data from restoration procedures.
2. Rework and improve escalation procedures to reduce response times.