The Practice of Cloud System Administration: DevOps and SRE Practices for Web Services, Volume 2, 1/e

Copyright © 2015 Thomas A. Limoncelli, Virtual.NET Inc., Christina J. Lear née Hogan

ISBN-10: 0-321-94318-X ISBN-13: 978-0-321-94318-7

Warning and Disclaimer

Every effort has been made to make this book as complete and as accurate as possible, but no warranty or fitness is implied. The information provided is on an "as is" basis. The authors and the publisher shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this book or from the use of any programs accompanying it.

When reviewing corrections, always check the print number of your book. Corrections are made to printed books with each subsequent printing.

Fourth printing: May 2023

Pg.	Error:	Correction:
20	Second paragraph, fifth line reads:	Should read:
	A master server tracks the list of files and identifies where	A coordination server tracks the list of files and identifies where
	their chunks are. If you are familiar with the UNIX file	their chunks are. If you are familiar with the UNIX file system, the
	system, the master can be thought of as storing the inodes,	coordination server can be thought of as storing the inodes, or per-
	or per-file lists of data blocks, and the other machine as	file lists of data blocks, and the other machines as storing the actual
	storing the actual blocks of data. File system operations go	blocks of data. File system operations go through a coordination
	through a master server that uses the inode-like	server that uses the inode-like information
	information to determine which machines to involve in the	to determine which machines to involve in the operation.
	operation.	

Last paragraph-first paragraph reads:	Should read:
Now consider a situation where two servers cooperate in a	Now consider a situation where two servers cooperate in a primary-
master-slave relationship. Both maintain a complete copy	secondary relationship. Both maintain a complete copy of the state
of the state and the <mark>slave</mark> takes over the <mark>master</mark> 's role if the	and the secondary takes over the primary's role if the primary fails,
master fails, which is determined by a loss of heartbeat—	which is determined by a loss of heartbeat—that is a periodic health
that is a periodic health check between two servers often	check between two servers often done via a dedicated network. If
done via a dedicated network. If the heartbeat network	the heartbeat network between the two is partitioned, the
between the two is partitioned, the slave will promote itself	secondary will promote itself to being the primary, not knowing that
to being the <mark>master</mark> , not knowing that the original <mark>master</mark> is	the original master is up but unable to communicate on the
up but unable to communicate on the heartbeat network.	heartbeat network. At this point there are two primaries and the
At this point there are two masters and the system breaks.	system breaks. This situation is called split brain.
This situation is called split brain.	
Figure 1.10:	Change to:
Read 1MB from SSD 1,000,000 ns (3ms)	Read 1MB from SSD 1,000,000 ns (1ms)
Implement Ephemeral Computing bullet, last line reads:	Should read:
It is unreasonable to build a large infrastructure to be used	
for such a short span time, but a cloud service provider may	It is unreasonable to build a large infrastructure to be used for such
specialize in providing such computing facilities. In the	a short time span, but a cloud service provider may specialize in
aggregate the utilization will smooth out and be a constant	providing such computing facilities. In the aggregate the utilization
load.	will smooth out and be a constant load.
Chapter 5, Section 5.4.5, 3 rd paragraph, second sentence	Should read:
reads:	
In other cases, the cache is very small and obsolete entries	In other cases, the cache is very small and obsolete entries will
will be eventually be replaced via the cache replacement	eventually be replaced via the cache replacement algorithm.
algorithm.	
	Now consider a situation where two servers cooperate in a master—slave relationship. Both maintain a complete copy of the state and the slave takes over the master's role if the master fails, which is determined by a loss of heartbeat—that is a periodic health check between two servers often done via a dedicated network. If the heartbeat network between the two is partitioned, the slave will promote itself to being the master, not knowing that the original master is up but unable to communicate on the heartbeat network. At this point there are two masters and the system breaks. This situation is called split brain. Figure 1.10: Read 1MB from SSD 1,000,000 ns (3ms) Implement Ephemeral Computing bullet, last line reads: It is unreasonable to build a large infrastructure to be used for such a short span time, but a cloud service provider may specialize in providing such computing facilities. In the aggregate the utilization will smooth out and be a constant load. Chapter 5, Section 5.4.5, 3 rd paragraph, second sentence reads: In other cases, the cache is very small and obsolete entries will be eventually be replaced via the cache replacement

125	Chapter 6, Section 6.3.1, Third paragraph from the bottom reads:	Should read:
	Suppose it takes a week (168 hours) to repair the capacity	Suppose it takes a week (168 hours) to repair the capacity and the
	and the MTBF is 100,000 hours. There is a 168/1,000,000 ×	MTBF is 100,000 hours. There is a 168/1,000,000 × 100 = 1.7
	100 = 1.7 percent, or 1 in 60, chance of a second failure.	percent, or 1 in 600, chance of a second failure.
126	Section 6.3.2, third paragraph, fourth-fifth line reads:	Should read:
	It is also known as an active–passive or master–slave pair.	
	Often there are multiple secondaries. Because there is only	It is also known as an active-passive pair. Often there are multiple
	one master, these configurations are 1+M configurations.	secondaries. Because there is only one primary, these configurations
		are 1+M configurations.
126	Paragraph above 6.4 Failure Domains reads:	Should read:
	Sometimes the term "active—active" or "master—master"	
	pair will be used to refer to two replicas that are load	Sometimes the term "active-active" pair will be used to refer to two
	sharing. "Active-active" is more commonly used with	replicas that are load sharing. "Active–active" is more commonly
	network links. "Master–master" is more commonly used in	used with network links. "Active-active" is more commonly used in
	the database world and in situations where the two are	the database world and in situations where the two are tightly
	tightly coupled.	coupled.
135	Chapter 6, 7 th paragraph, third line reads:	Should read:
	If a loss of heartbeat is detected, the	If a loss of heartbeat is detected, the
	secondary takes over and becomes the active load balancer.	secondary takes over and becomes the active load balancer. Any
	Any TCP connections	TCP connections
	that were "in flight" are disconnected since the primary is	that were "in flight" are disconnected since the new primary is
	unaware of them.	unaware of them.
217	Chapter 10, Section 10.3, 4 th paragraph, second line reads:	Should read:
	For example, there may tighter controls over who may	
	initiate a launch for a new release into production.	For example, there may be tighter controls over who may initiate a
		launch for a new release into production.

228	Chapter 11, 4 th paragraph, second line reads:	Should read:
	A failed canary should be so rare that it is cause to stop	
	development and dedicate resources to determining what	A failed canary should be so rare that it is a cause to stop
	went wrong and which additional testing needs to be added	development and dedicate resources to determining what went
	to prevent this failure in the future	wrong and which additional testing needs to be added to prevent
		this failure in the future
232	Chapter 11, First line reads:	Should read:
	The longer one waits to merge code changes into the main	The longer one waits to merge code changes into the main branch
	line source, the more difficult and risky the merge becomes.	source, the more difficult and risky the merge becomes.
235	Chapter 11, Point No. 2 reads:	Should read:
	Code is modified to use the new schema fields and pushed	Code is modified to use the new schema fields and pushed into
	into production. If a roll back is needed, it just reverts to to	production. If a
	Phase 2.	roll back is needed, it just reverts to Phase 2.
245	Chapter 12, Section 12.1.1, third paragraph, third line reads:	Should read:
	This view makes the unrealistic assumption that people	
	are are infinitely versatile and adaptable, and have no	This view makes the unrealistic assumption that people are infinitely
	capability limitations.	versatile and adaptable, and have no capability limitations.
265	Chapter 12, Section 12.7.2, 3rd paragraph, fifth sentence	Should read:
	reads:	
	When your work is complete, you "commit" or "check out"	When your work is complete, you "commit" or "check in" your
	your changes.	changes.
266	Chapter 12, Section 12.7.3, 3 rd paragraph, third line reads:	Should read:
	The result is many systems, all out of	
	date, and all the problems that can bring.	The result is many systems, all out of
		date, and all the problems that <mark>it</mark> can bring.
276	First paragraph, last line reads:	Should read:
	As Linus Torvolds said, "Many eyes make all bugs shallow."	As Eric S. Raymond said, "Many eyes make all bugs shallow."

280	Chapter 13, Section 13.5, third bullet, last line reads:	Should read:
	Each review stage is noted with any comments, and revision	
	numbers or dates track changes.	Each review stage is noted with any comments, and revision
		numbers or dates <mark>to</mark> track changes.
289	Just above "Alert Frequency", the line reads:	Should read:
	Follow the sun can be done with with two, three, or four	
	shifts per day depending on where people are located.	Follow the sun can be done with two, three, or four shifts per day
		depending on where people are located.
348	Chapter 17, Section 17.1.3, 5th paragraph, fourth line reads:	Should read:
	We can still calculate the rate: (21,000 – 10,000)/600, or *18.2 API* calls	
	per second	We can still calculate the rate: (21,000 – 10,000)/600, or *18.3 API* calls per
		second
350	Java Counters sidebar, last sentence reads:	Should read:
	Signed integers roll over to negative numbers and have a	Signed integers roll over to negative numbers and have a
	maximum value that is approximately half their signed	maximum value that is approximately half their unsigned
	counterparts.	counterparts.
353	Chapter 17, Section 17.3, 5 th paragraph, 5 th line reads:	Should read:
	Near-term analysis is also used to generate tickets for	
	problems that are not so urgent as to require immediate	It is also used to generate tickets for problems that are not so urgent
	attention.	as to require immediate attention.
355	Chapter 17, Section 17.4.1, 3 rd paragraph, first line reads:	Should read:
	The alert system is responsible for delivering the alert to to	
	the right person and escalating to others if they do not	The alert system is responsible for delivering the alert to the right
	respond.	person and escalating to others if they do not respond.
358	Chapter 17, Section 17.5, 3 rd paragraph, first line reads:	Should read:
	Simple graphs can display raw data, summarized data, or a	
	comparison of two	Simple graphs can display raw data, summarized data, or a
	more metrics.	comparison of two <mark>or</mark>
		more metrics.

368	Chapter 18, Section 18.1.1, 4 th paragraph, third line reads: To make sure that you have covered avery possible aspect, talk to people in every department, and find out what they do and how it relates to the service.	Should read: To make sure that you have covered every possible aspect, talk to people in every department, and find out what they do and how it relates to the service.
471	5 th paragraph, third line reads: The information was converted to a "wire format," which meant making a copy read for transmission and putting it in a packet.	Should read: The information was converted to a "wire format," which meant making a copy ready for transmission and putting it in a packet.
477	6 th paragraph, second line reads: For example, two systems that are both O(n^2) will not to have the exact same performance.	Should read: For example, two systems that are both O(n^2) will not have the exact same performance.
479	5 th paragraph, third line reads: Instructions execute in parallel when they are provably independent.	Should read: Instructions execute in parallel when they are probably independent.