

DEVOPS PATTERNS & ANTIPATTERNS FOR CONTINUOUS SOFTWARE UPDATES

“What can possibly go wrong?!”

WHY SOFTWARE UPDATES?

@jbaruch

#LiquidSoftware

<http://jfrog.com/shownotes>

WHO ARE WE?



USERS!



WHAT DO WE WANT?



FEATURES!



WHAT DO WE WANT?



FEATURES!



WHEN DO WE WANT THEM?



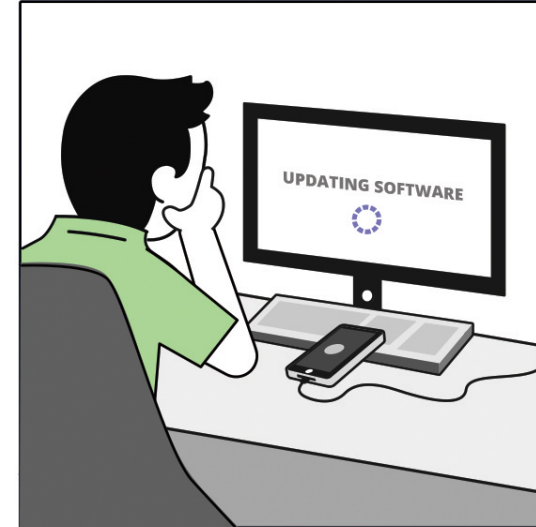
NOW!



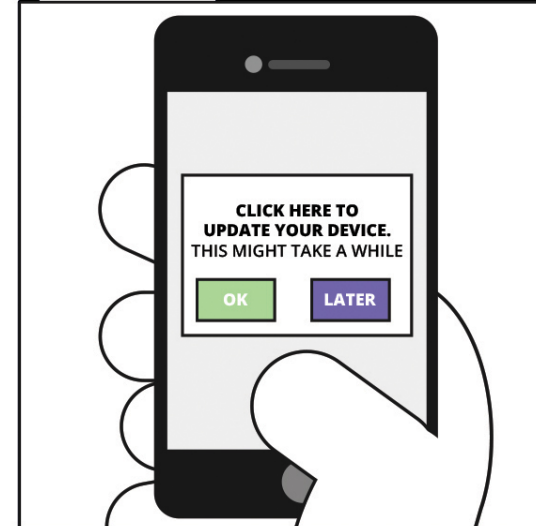
LATE 1990s



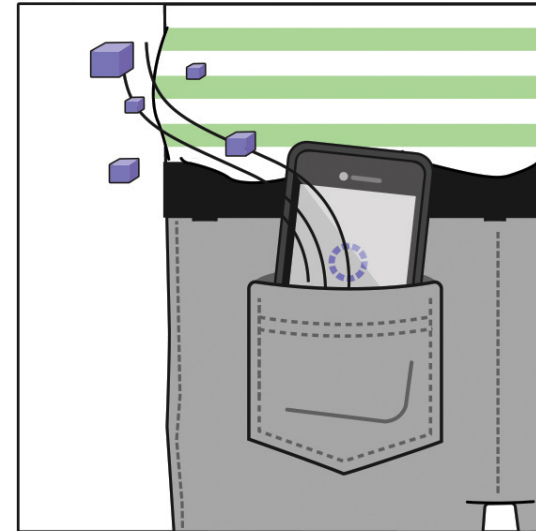
MID 2000s



MID 2010s



NOW





***“AS EVERY COMPANY BECOME A SOFTWARE COMPANY,
SECURITY VULNERABILITIES ARE THE NEW OIL SPILLS”***

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Security

UK hospital meltdown after ransomware worm uses NSA vuln to raid IT

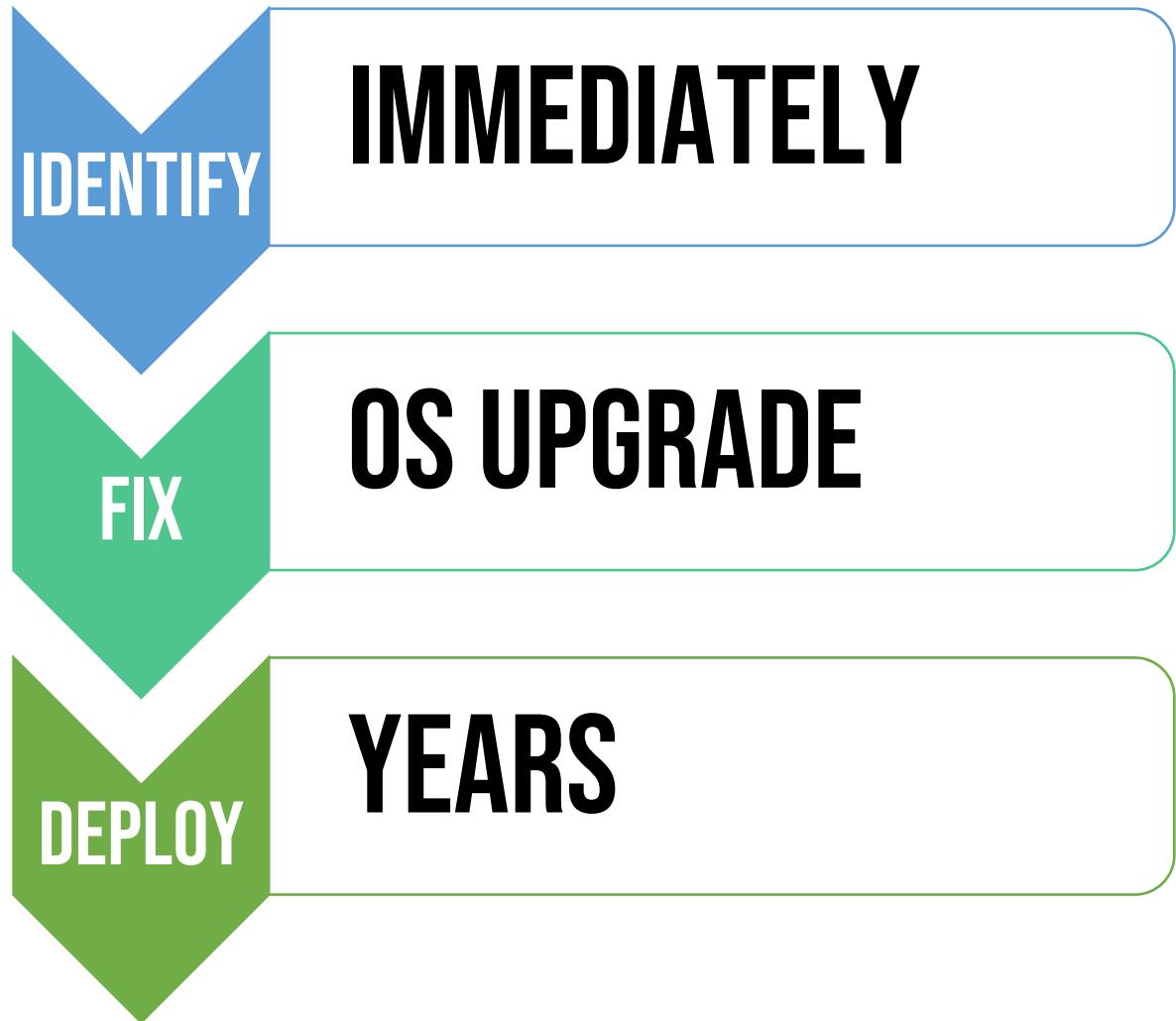
Docs use pen and paper after computers scrambled amid global outbreak

By [Kat Hall](#) 12 May 2017 at 14:22

339  SHARE ▼



Final update UK hospitals have effectively shut down and are turning away non-emergency patients after ransomware ransacked its networks.



Security

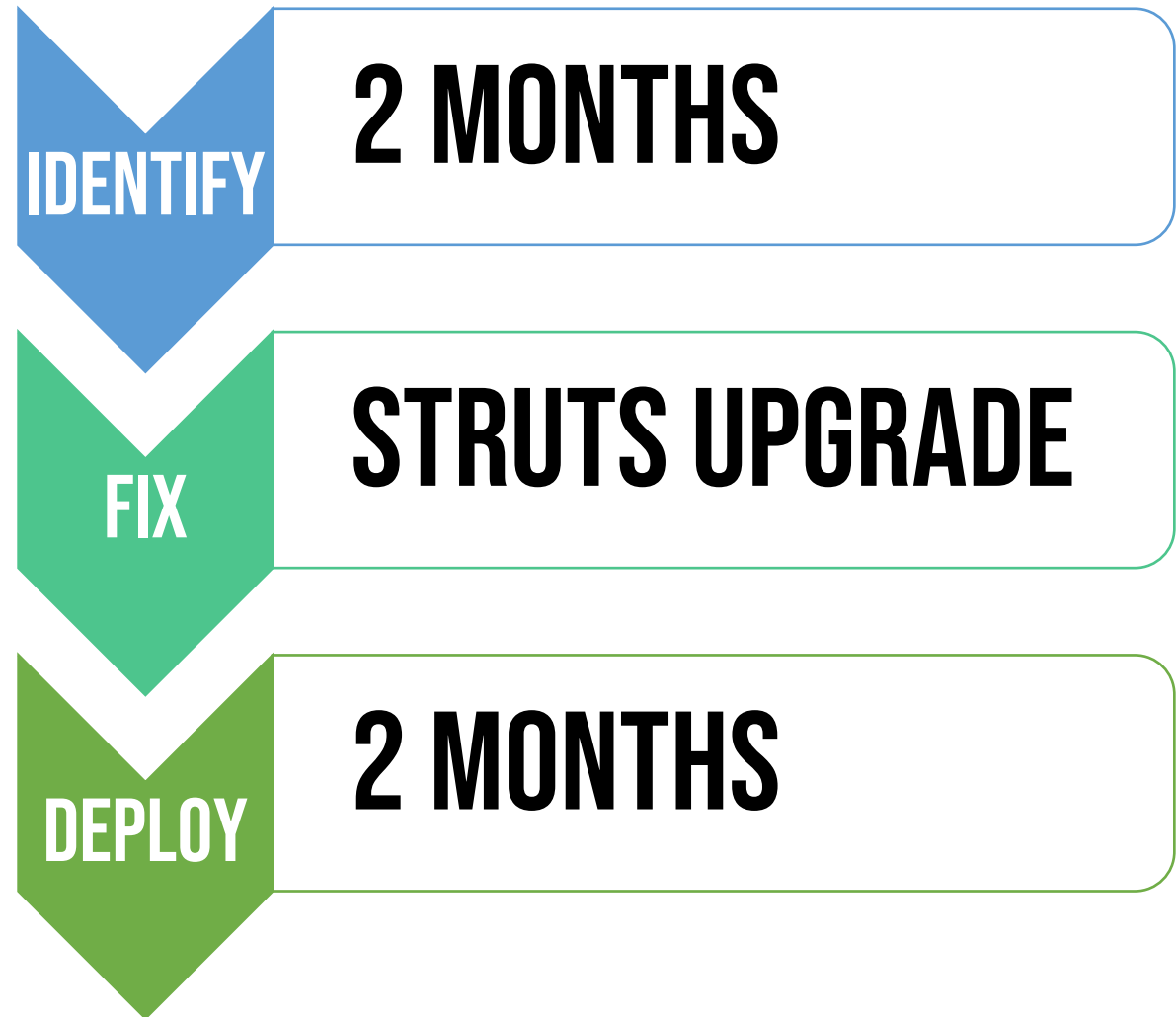
Stand up who HASN'T been hit in the Equifax mega-hack – whoa, whoa, sit down everyone

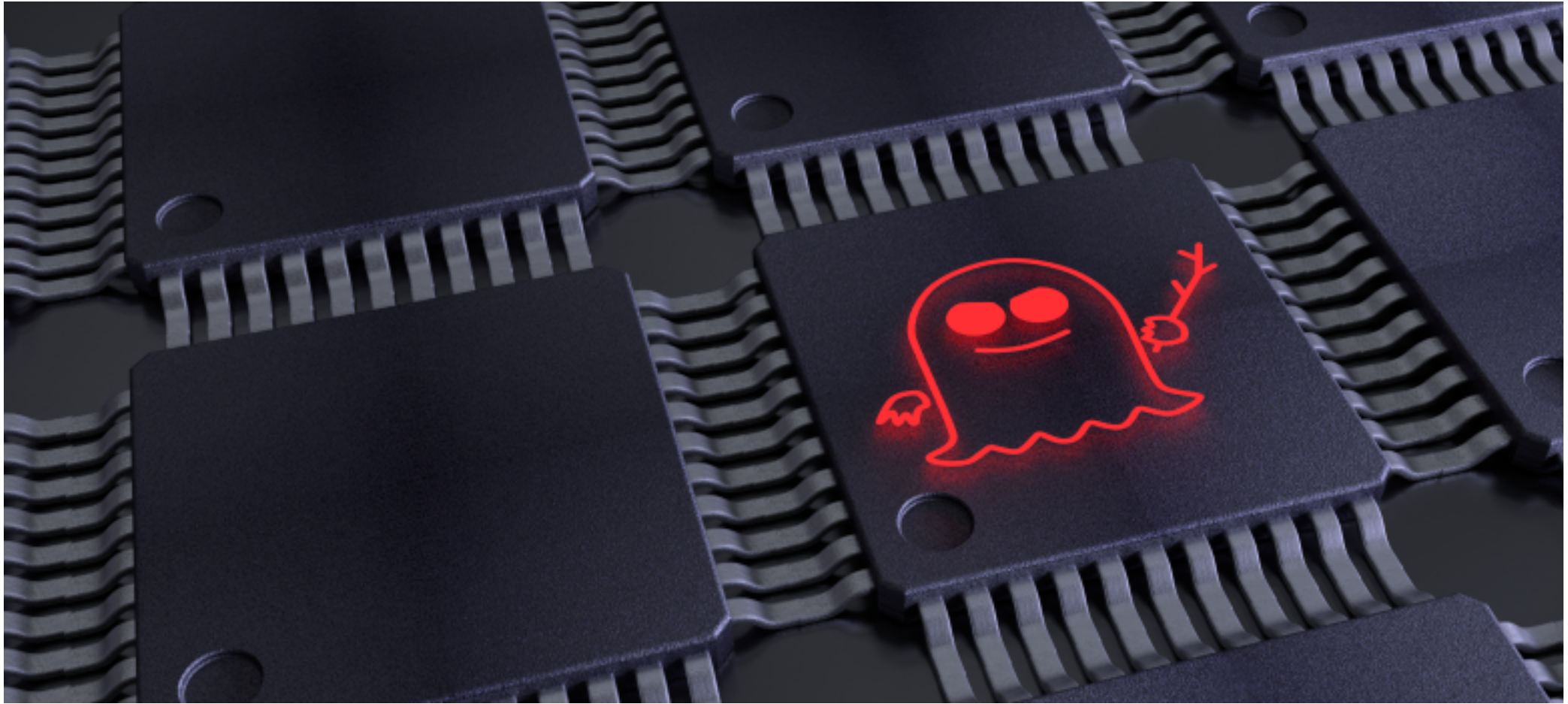
143m in US, unknown number in UK, Canada – gulp!

By [Iain Thomson in San Francisco](#) 7 Sep 2017 at 22:11



Vid Global credit reporting agency Equifax admitted today it suffered a massive breach of security that could affect almost half of the US population.





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Chips may be inherently vulnerable to Spectre and Meltdown attacks

Most malware exploits coding errors and poor design. But Google security researchers say a fundamental flaw in the nature of computing could make **some threats impossible to defeat.**

by **Emerging Technology from the arXiv**

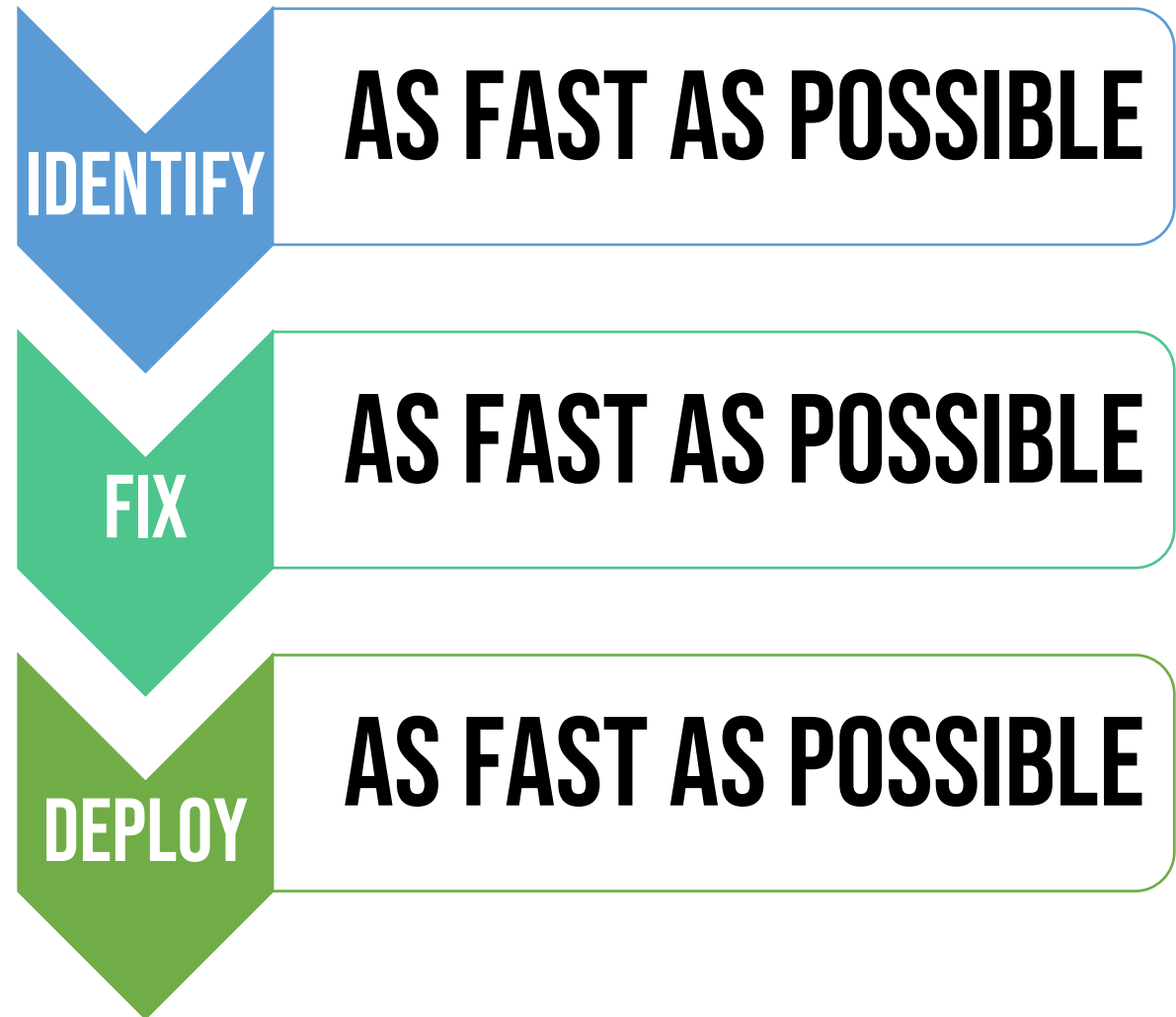
Feb 25, 2019

Chips may be inherently vulnerable to Spectre and Meltdown attacks

Most malware exploits coding errors and poor design. But Google security researchers say a fundamental flaw in the nature of computing could make some threats impossible to defeat.

by **Emerging Technology from the arXiv**

Feb 25, 2019



ACCELERATE

State of DevOps

2019

Sponsored by

WHO TOOK THE SURVEY?



DORA's research provides insight into software development and DevOps practices applied in industry, backed by scientific studies spanning six years with **over 31,000 survey responses** from working professionals. This year, almost 1,000² individuals from a range of industries around the world added their voices to the 2019 Report. Overall, we see similar representation across key demographic and firmographic measures when compared to last year, other than a noticeable drop in the reported percentage of women on teams.

20%

ELITE
PERFORMERS

23%

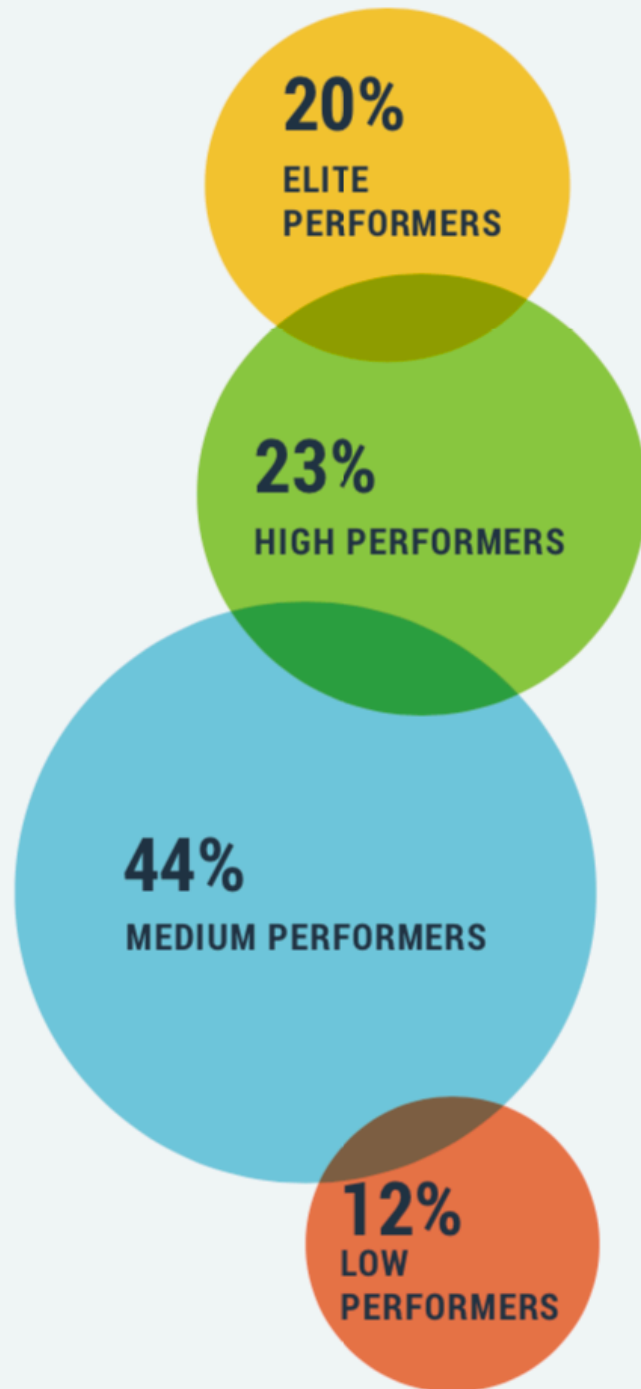
HIGH PERFORMERS

44%

MEDIUM PERFORMERS

12%

LOW
PERFORMERS



Aspect of Software Delivery Performance*	Elite
<p>Deployment frequency</p> <p>For the primary application or service you work on, how often does your organization deploy code to production or release it to end users?</p>	<p>On-demand (multiple deploys per day)</p>

**THIS IS NOT
A NEW IDEA!**

- ❑ XP: short feedback
- ❑ Scrum: reducing cycle time to absolute minimum
- ❑ TPS: Decide as late as possible and Deliver as fast as possible
- ❑ Kanban: Incremental change

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CHIEF STICKER OFFICER

(ALSO 🎩 OF DEVELOPER ADVOCACY)



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@JBARUCH



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SHOWNOTES

 <http://jfrog.com/shownotes>

 Slides

 Video

 Links

 Comments, Ratings

 Raffle



SO, YOU WANTED TO UPDATE FASTER...

There's not a moment to lose!

Mark Reinhold

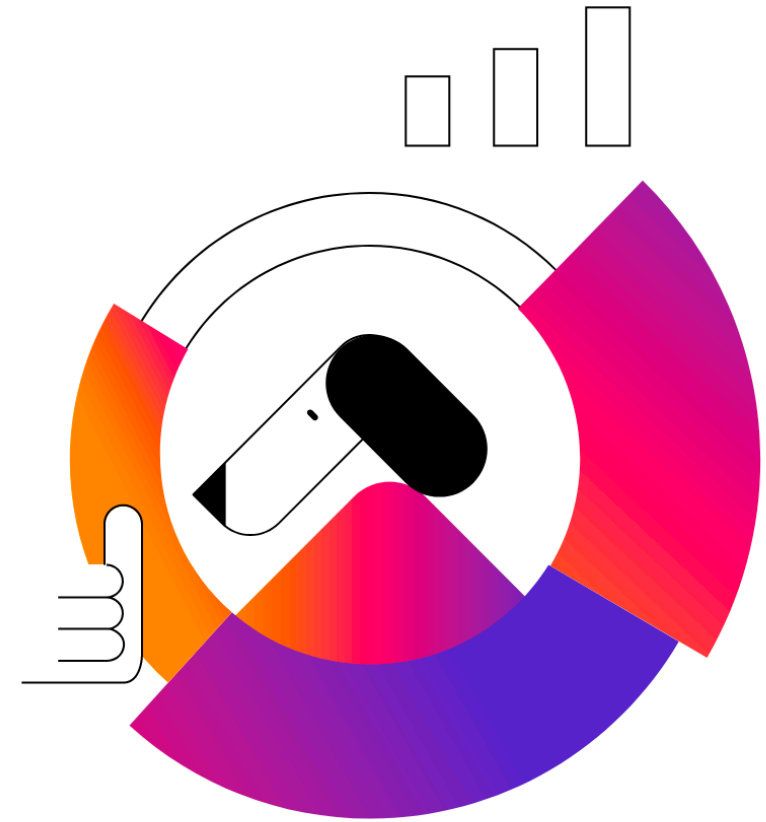
Moving Java Forward Faster

2017/09/06 07:49:28 -07:00

The State of Developer Ecosystem 2019

In the beginning of 2019, we polled almost 7,000 developers to identify the State of Developer Ecosystem.

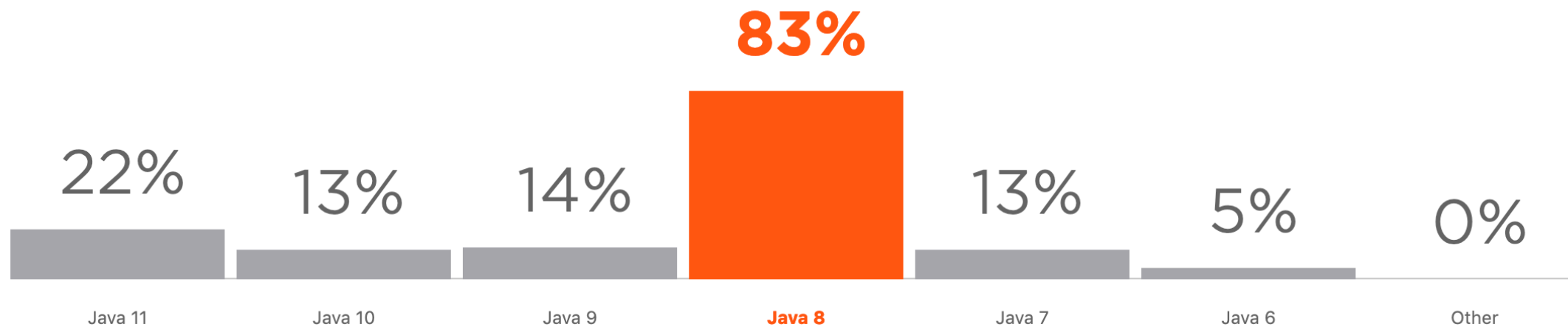
Here's what we learned.





The Java questions were only shown to the developers who chose Java as one of their three primary programming languages.

Which versions of Java do you regularly use?

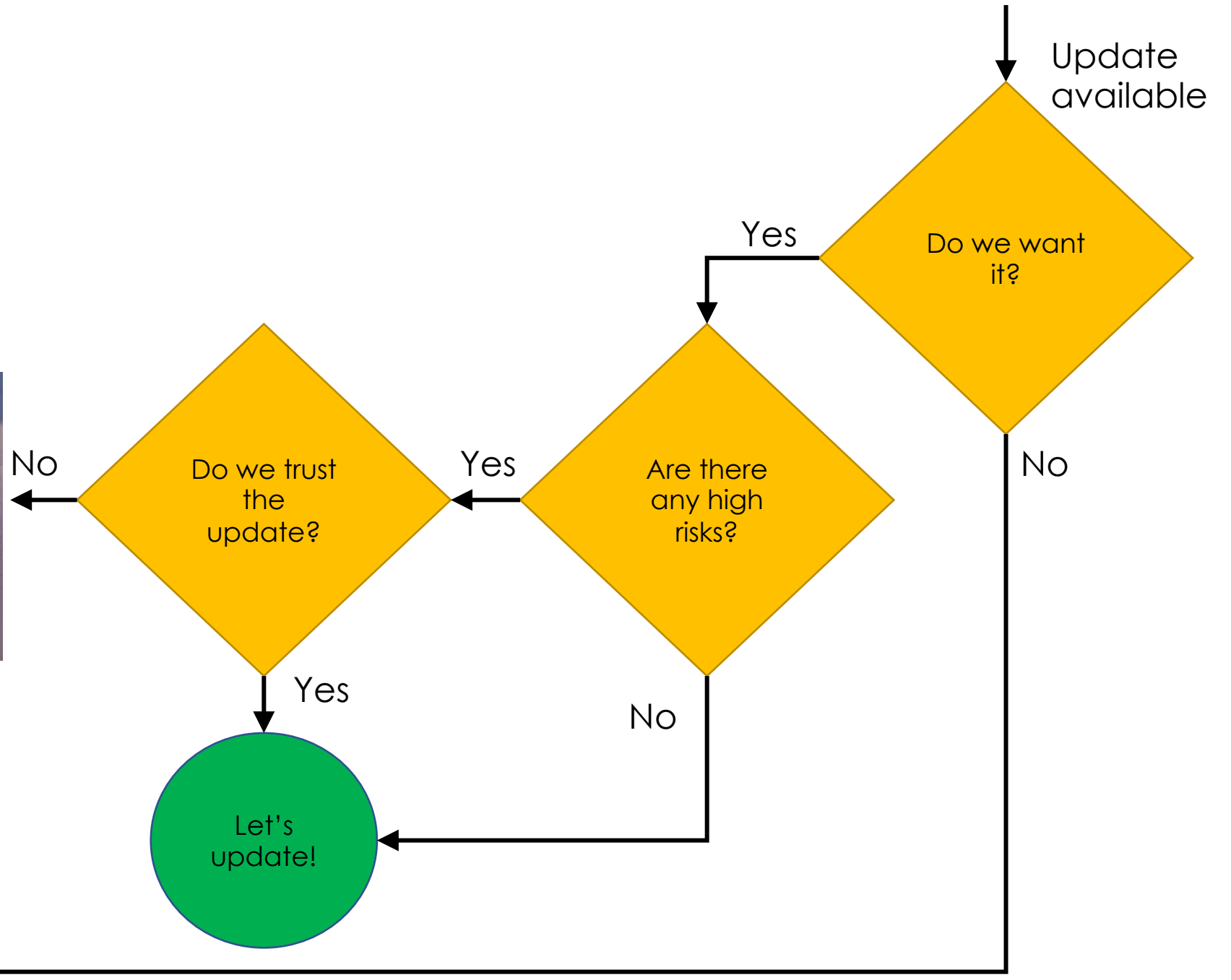


Although Java 10 and 11 have become more popular, Java 8 is still the most used version.





How about no

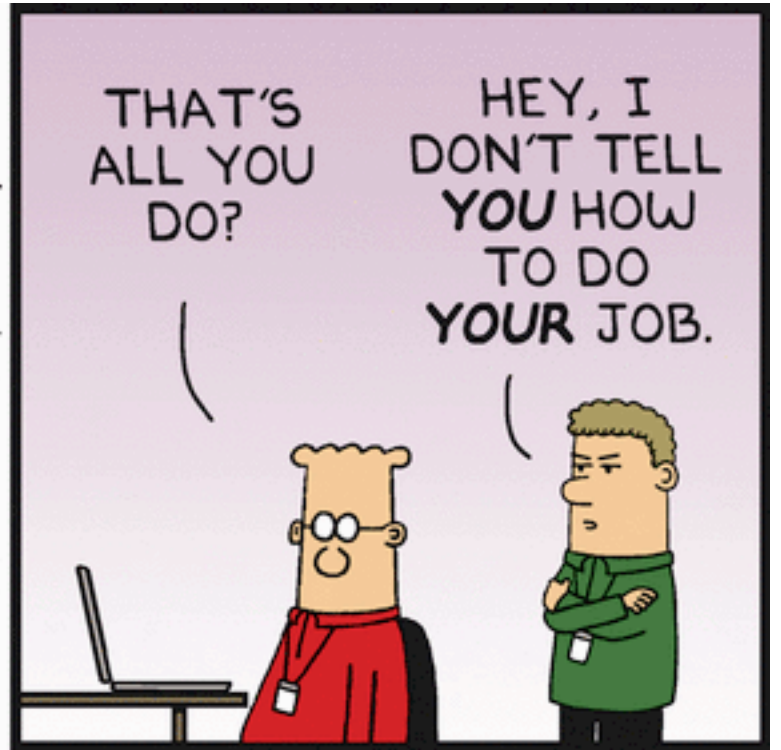




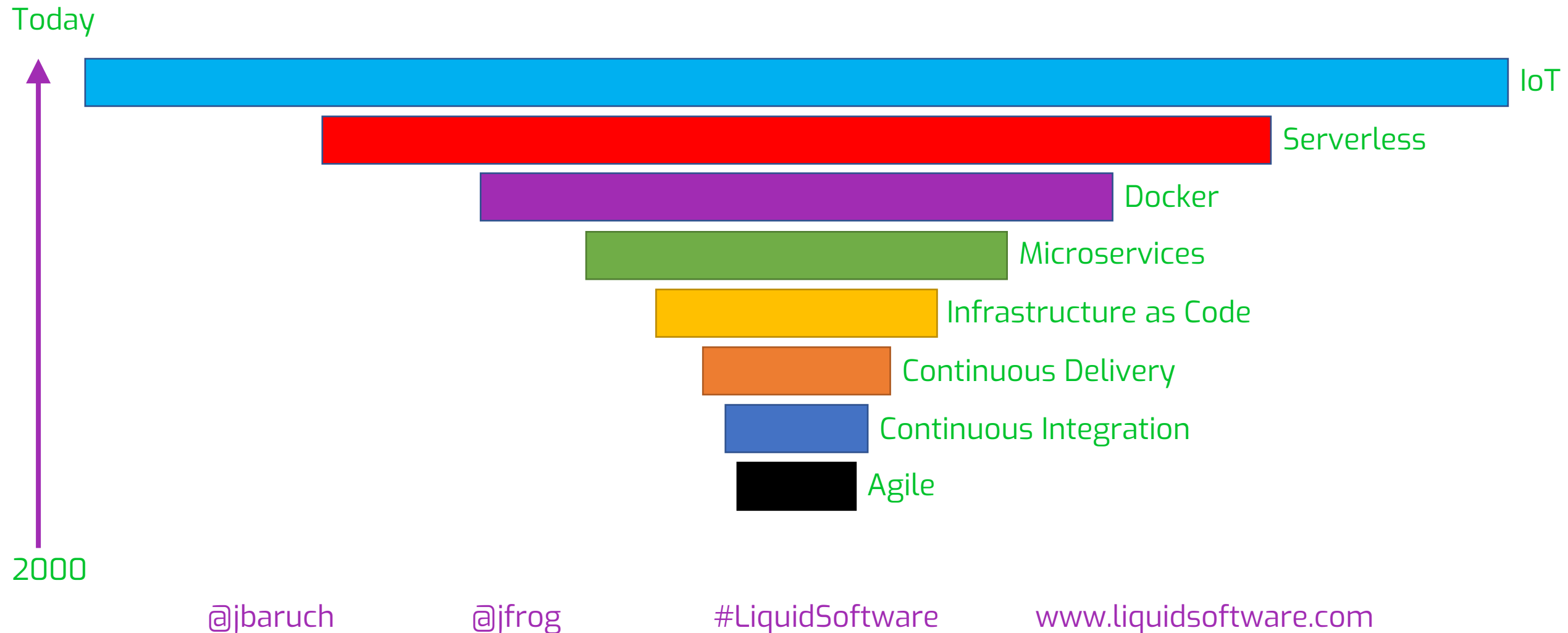
Dilbert.com @ScottAdamsSays



9-16-16 © 2016 Scott Adams, Inc. /Dist. by Universal Uclick

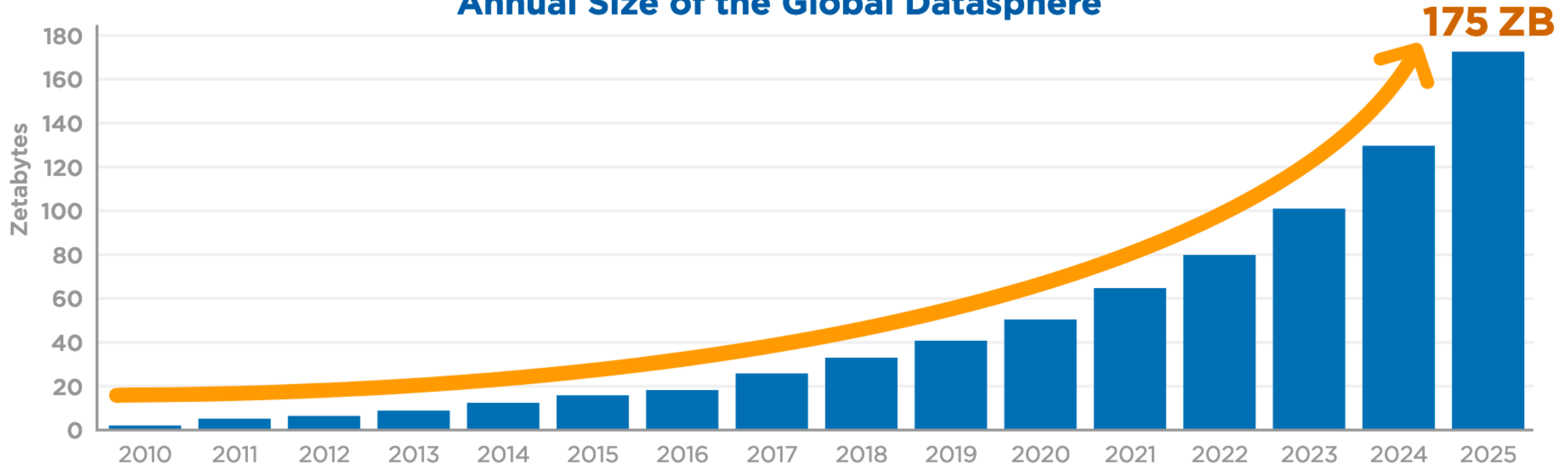


NUMBER OF ARTIFACTS AS A SYMPTOM OF COMPLEXITY



THE PROBLEM IS NOT THE CODE, IT'S THE DATA. BIG DATA.

Annual Size of the Global Datasphere



Source: Data Age 2025, sponsored by Seagate with data from IDC Global DataSphere, Nov 2018

Handwritten address in Chinese:
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[Illegible]
[Illegible]
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[Illegible]

TO: Alice Sadogursky

POSTAGE
PAID
BRUNEL
DARUSSALAM
NOTED

AIR MAIL

Handwritten address in Chinese:
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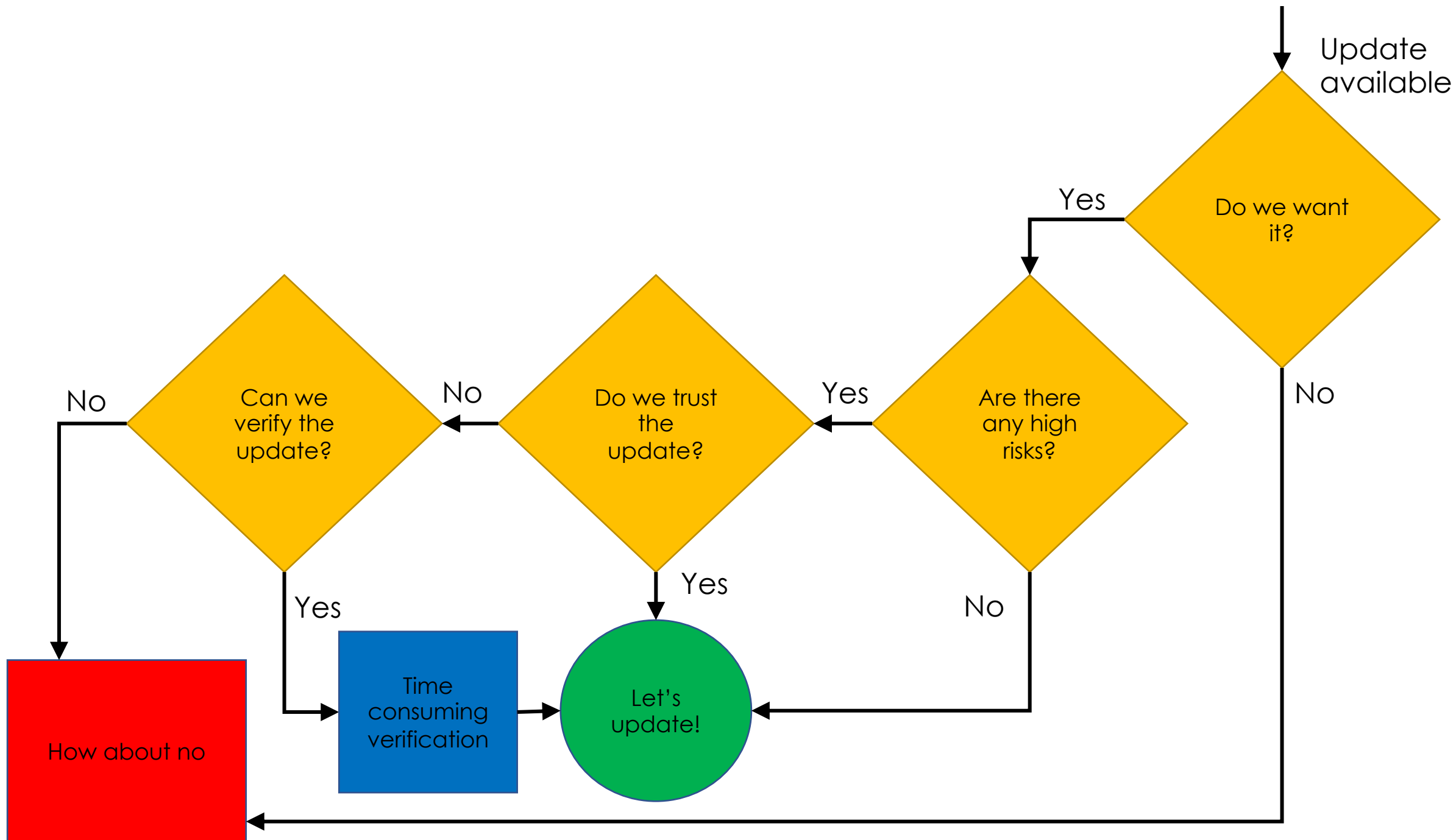


HOW DO WE UPDATE

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Features
that we
want



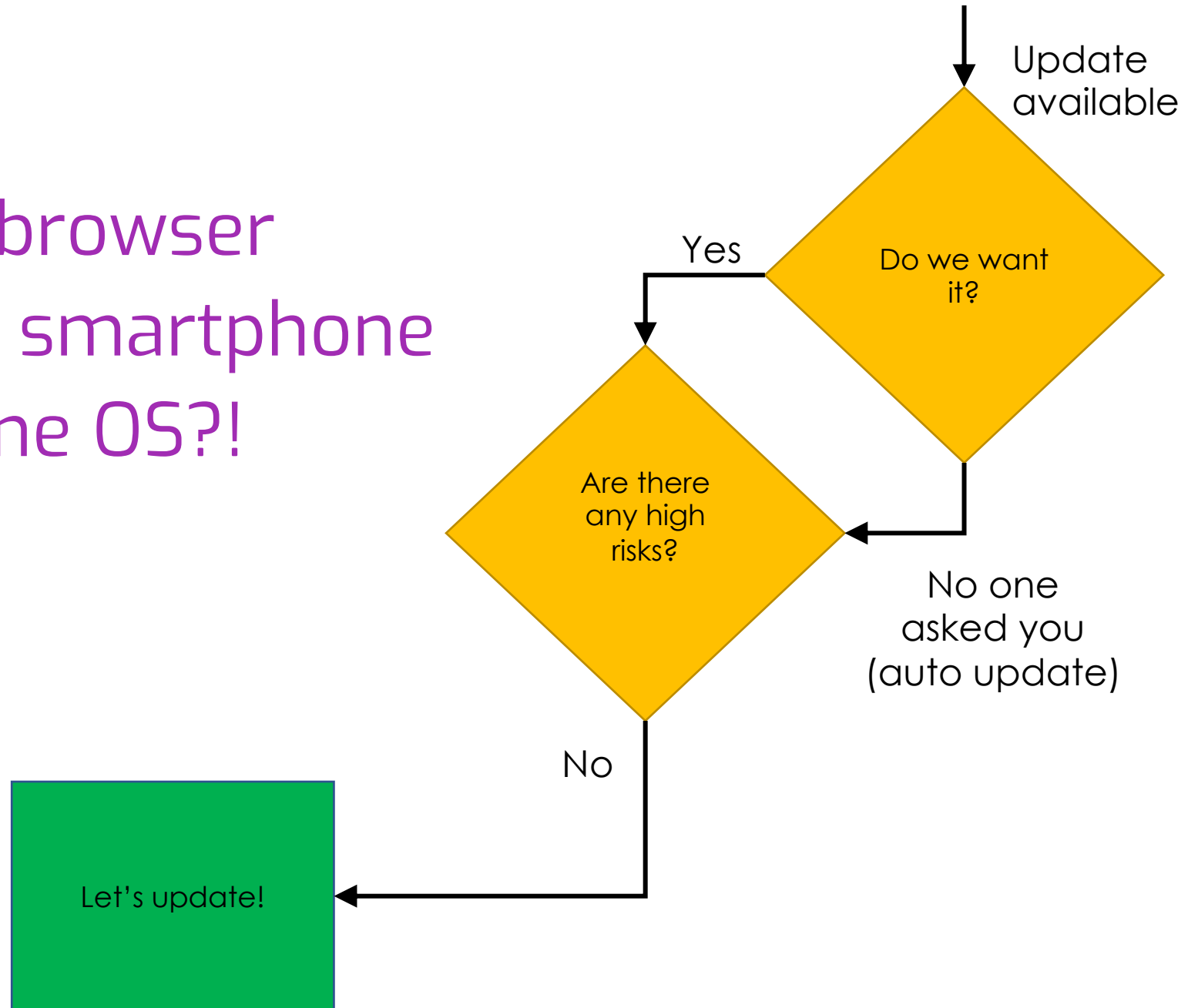
Acceptance
tests costs

Cheating is wrong.
Cheating is wrong.
Cheating is wrong.
Cheating is wrong.
Cheating is wrong.
Cheating is wrong.

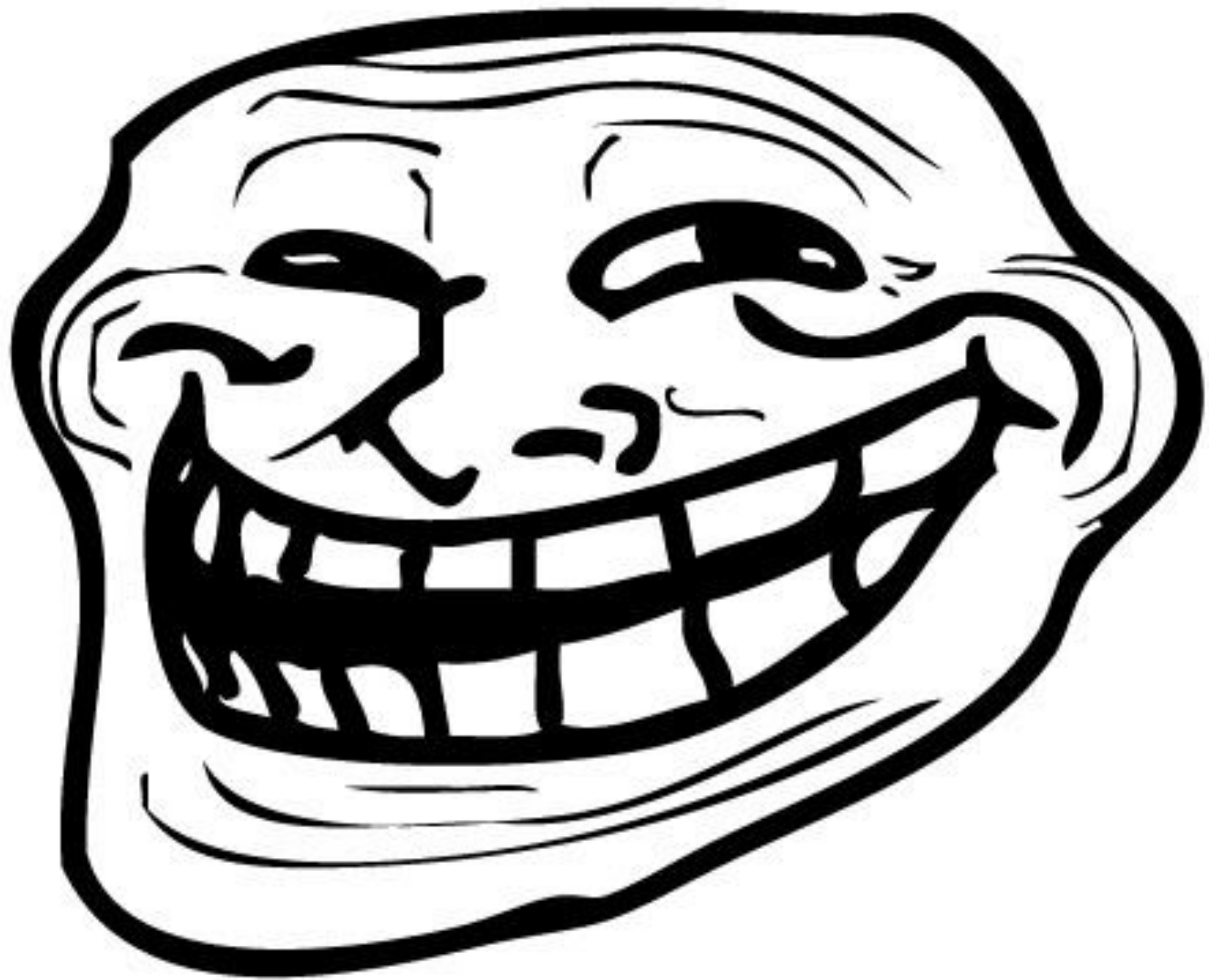
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Cheating is wrong.
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Cheating is wrong.
Cheating is wrong.
Cheating is wrong.



- 🔧 Your browser
- 🔧 Twitter in your browser
- 🔧 Twitter on your smartphone
- 🔧 Your smartphone OS?!



**WHAT CAN POSSIBLY
GO WRONG?**





LEARN MORE ABOUT THE APP >

FEATURES

APP

SUPPORT

BLOG

A self-improving system.

From the moment you activate it, OnHub automatically starts learning and improving itself so you'll always have optimal Wi-Fi performance. Plus, it stays current with the latest changes in device software or security, making it compatible with new devices.

@jbaruch

#LiquidSoftware

<http://jfrog.com/shownotes>

Google Wifi

Sincerest Apologies for any Issues

Dear Google Wifi & OnHub customers,

Today we experienced an issue with our Google Accounts engine that may have affected your Google Wifi and OnHub devices. This caused some devices to automatically reset to the initial state you bought them in and they will unfortunately need to be set up again. This has not affected the software or performance of the device but it does need to be re-setup.

Visit this [dedicated support page](#) for more information and step-by-step instructions to get back online. If you set up your Wi-Fi with the same network name and password as before, your household connected devices should automatically reconnect.

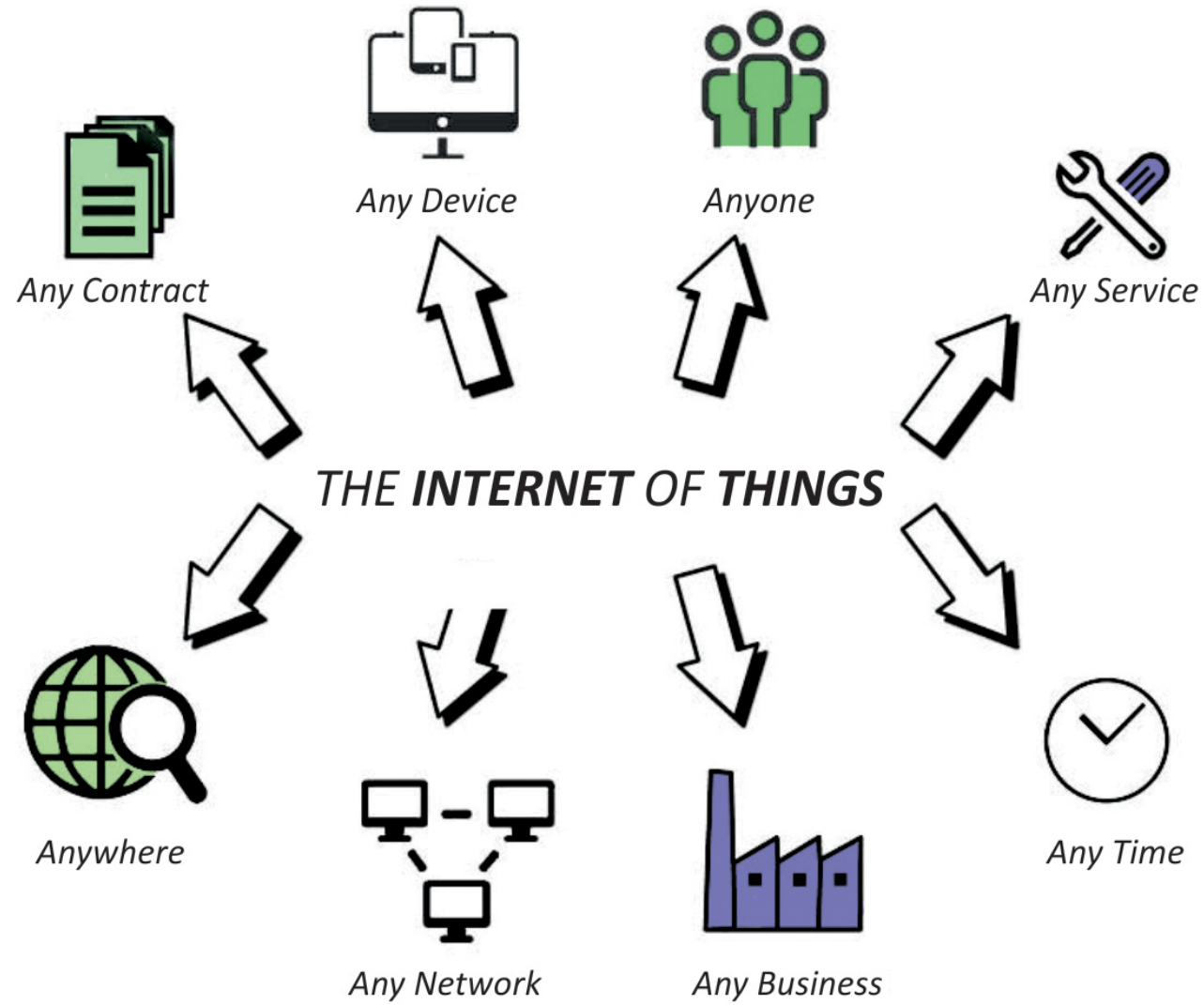
If you do not want to set up the devices right now, you can always connect to the setup Wi-Fi network — the network name and password are printed on the base of your primary device (the one wired to the modem). This should get you connected to the internet immediately.

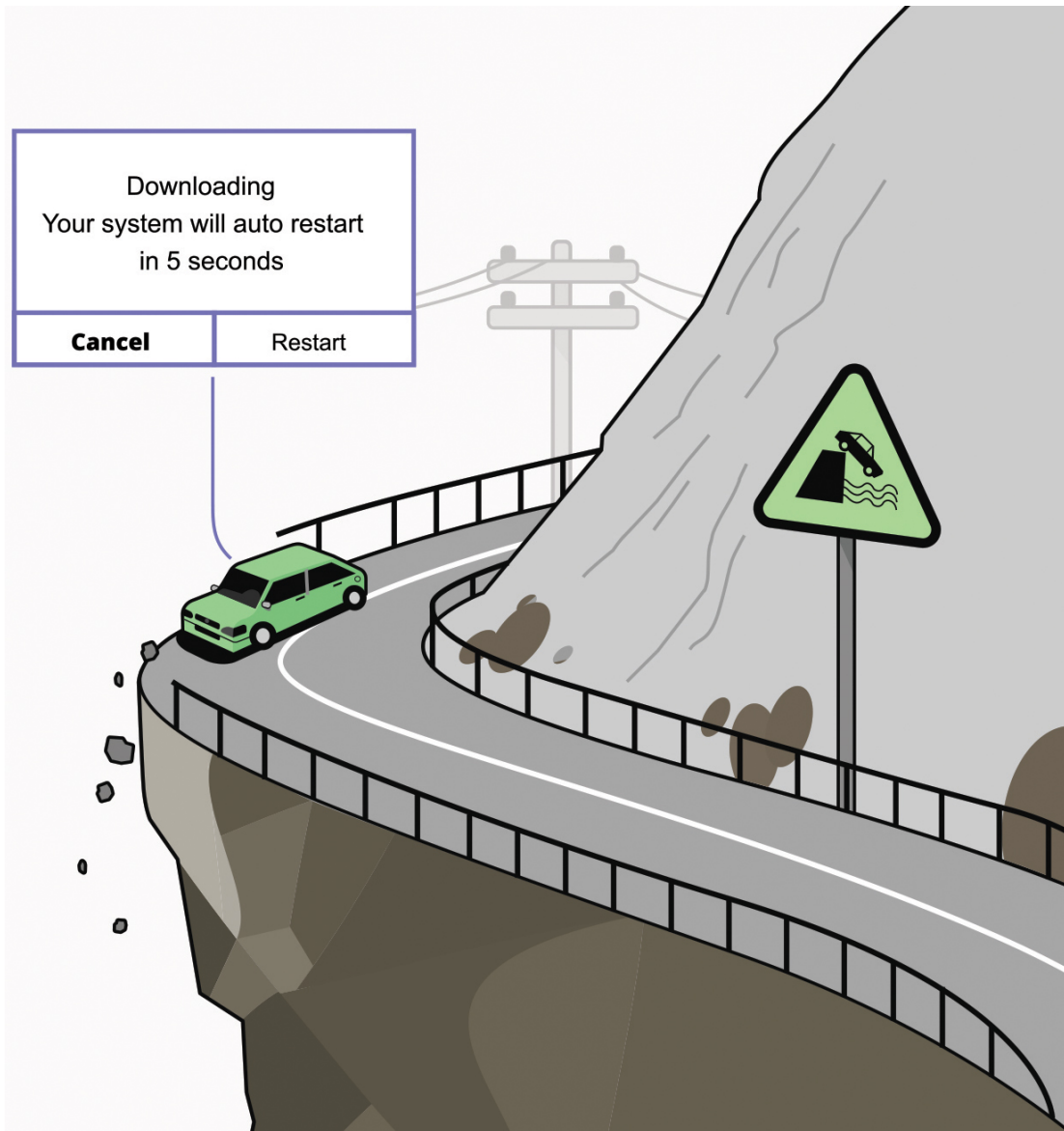
We know how important Wi-Fi is to you and share our sincerest apologies for the inconvenience this has caused.

Ben Brown On behalf of the Google Wifi and OnHub team

CONTINUOUS UPDATES PATTERN: LOCAL ROLLBACK

- ❏ Problem: update went catastrophically wrong and an over the-air patch can't reach the device
- ❏ Solution: Have a previous version saved on the device prior to update. Rollback in case problem occurred





Jaguar I-PACE Recalled, Needs Software Update To Fix Regenerative Brakes



JUN 08, 2019 at 9:20AM



By: Mark Kane

Lack of over-the-air updates forces Jaguar to conduct an ordinary recall of the I-PACE to solve a software issue related to a regenerative brake system failure.

CONTINUOUS UPDATES PATTERN: OTA SOFTWARE UPDATES

- ❏ Problem: physical recalls are costly. Extremely costly. Also, you can't force an upgrade.
- ❏ Solution: Implement over the air software updates, preferably, continuous updates.

**CONTINUOUS OTA UPDATES ARE LIKE NORMAL OTA UPDATES,
BUT BETTER**

Sudden and erratic braking on autopilot | Tesla

<https://forums.tesla.com/forum/forums/sudden-and-erratic-braking-autopilot> ▼

Feb 27, 2019 - 51 posts - 34 authors

I have recently encountered a few incidents where my model x **suddenly brakes** while on **auto pilot** on the highway with no reason that I can ...

Car suddenly slamming on brakes while auto pilot	43 posts	May 8, 2018
Shadow Braking during Autopilot still an issue?	51 posts	Mar 10, 2019
Autopilot braking suddenly when no car present in front	7 posts	Sep 12, 2018



106

Posted by u/dellfanboy  Owner Model 3 LR 4 months ago

Phantom braking! Let's talk about it

General

So now that Navigate on Autopilot without input is being released, can we talk about phantom braking?

I'm on 2019.8.3 and the issue happened twice on a 2 hour drive. The first time, wasn't related to an overpass and the second was overpass related. Both times scared my passengers and I had to just turn it off for the rest of the ride.

Am I the only person who only uses autopilot driving solo due to phantom braking? Tesla needs to fix this ASAP.

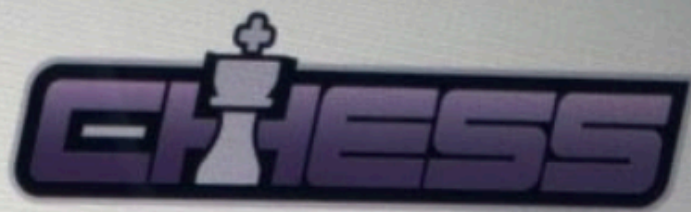
 79 Comments  Give Award  Share  Save  Hide  Report



What's New in This Update

Chess

Play Chess against your passenger or challenge four different levels of artificial intelligence. Move by dragging and dropping the chess piece during your turn.



As with all Tesla Arcade games, you can play when your car is in PARK by tapping the Application Launcher, then tap the Arcade icon and select your desired game from the menu.

Media Volume Improvements

To make it easier to speak when dropping off or picking up passengers, music volume will be lowered when any door is opened.

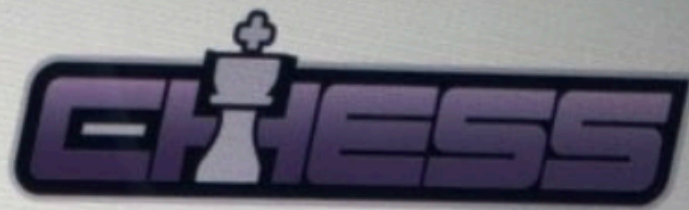
This release contains minor improvements and bug fixes.



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CONTINUOUS UPDATES PATTERN: CONTINUOUS UPDATES

- ❏ Problem: In batch updates important features wait for non-important features.
- ❏ Solution: Implement continuous updates.

← My apps & games

UPDATES

INSTALLED

LIBRARY

BETA



No problems found

Apps scanned at 8:08 AM



Updates pending (33)

Auto-update is turned on

UPDATE ALL



Nubs' Adventure

IMakeGames

Adventure

INSTALL

In-app purchases

4.2 ★
7K reviews

100K+
Downloads

Everyone 10+ ⓘ



Nubs' Adventure - Exploratory Platformer

[READ MORE](#)

Ratings and reviews ⓘ

4.2



7,314



NUB'S HORROR

- ❏ New feature update
- ❏ Uses templating with \$ symbol
- ❏ Apple's staging servers return prices without \$ symbol
- ❏ **Some** Apple's production servers return prices with \$ symbol
- ❏ As a result, some users suffer crashes
- ❏ It took time to understand what went wrong
- ❏ It took time to get the fix through Apple review

CONTINUOUS UPDATES PATTERN: CANARY RELEASES

- ❏ Problem: Releasing a bug affects ALL the users.
- ❏ Solution: Release to a small number of users first and observe.
If a problem occurs, stop the release, revert or update the affected users.

CONTINUOUS UPDATES PATTERN: OBSERVABILITY

- ❏ Problem: Some problems are hard to trace relying on user feedback only
- ❏ Solution: Implement tracing, monitoring and logging

CONTINUOUS UPDATES PATTERN: ROLLBACKS

- ❏ Problem: Fixes might take time, users suffer in a meanwhile
- ❏ Solution: Implement rollback, the ability to deploy a previous version without delay

CONTINUOUS UPDATES PATTERN: FEATURE FLAGS

- ❏ Problem: Rollbacks are not always supported by the deployment target platform
- ❏ Solution: Embed 2 versions of the features in the app itself and trigger them with API calls



YOU THOUGHT YOUR PROBLEMS ARE HARD?


THINGS UNDER YOUR CONTROL	SERVER-SIDE UPDATES	IOT (MOBILE, AUTOMOTIVE, EDGE) UPDATES
The availability of the target	✓	✗
The state of the target	✓	✗
The version on the target	✓	✗
The access to the target	✓	✗

Software

How one bad algorithm cost traders \$440m

A look at the worst software testing day ever

By [Dan Olds](#), [OrionX](#) 3 Aug 2012 at 09:32

118 

SHARE ▼



Knight Capital, a firm that specialises in executing trades for retail brokers, took \$440m in cash losses Wednesday due to a faulty test of new trading software. This morning reports were calling it a trading "glitch", which isn't nearly as accurate as the term I'd use: "f**king disaster".

KNIGHT-MARE

- ❑ New system reused old APIs
- ❑ 1 out of 8 servers was not updated
- ❑ New clients sent requests to machine contained old code
- ❑ Engineers undeployed working code from updated servers, increasing the load on the not-updated server
- ❑ No monitoring, no alerting, no debugging

CONTINUOUS UPDATES PATTERN: AUTOMATED DEPLOYMENT

- ❏ Problem: People suck at repetitive tasks.
- ❏ Solution: Automate everything.

CONTINUOUS UPDATES PATTERN: FREQUENT UPDATES

- ❏ Problem: Seldom deployments generate anxiety and stress, leading to errors.
- ❏ Solution: Update frequently to develop skill and habit.

CONTINUOUS UPDATES PATTERN: STATE AWARENESS

❏ Problem: Target state can affect the update process and the behavior of the system after the update.

❏ Solution: Know and consider target state when updating.
Reverting might require reverting the state.



Matthew Prince ☀️ 🌐
@eastdakota



The teams at [@verizon](#) and [@noction](#) should be incredibly embarrassed at their failings this morning which impacted [@Cloudflare](#) and other large chunks of the Internet. It's absurd BGP is so fragile. It's more absurd Verizon would blindly accept routes without basic filters.


11:42 AM · Jun 24, 2019 · [Echofon](#)

Data Centre ► **Cloud**

Cloudflare gave everyone a 30-minute break from a chunk of the internet yesterday: Here's how they did it

DevOps-tating automation cockup... or machines trying to take over the web? *El Reg* talks to the CTO

By [Richard Speed](#) 3 Jul 2019 at 12:17

43  SHARE ▼

Interview Internet services outfit Cloudflare took careful aim and unloaded both barrels at its feet yesterday, taking out a large chunk of the internet as it did so.

In an impressive act of openness, the company posted a distressingly detailed [post-mortem](#) on the cockwomblery that led to the outage. *The Register* also spoke to a weary John Graham-Cumming, CTO of the embattled company, to understand how it all went down.

This time it wasn't [Verizon wot dunnit](#); Cloudflare engineered this outage all by itself.

**REAL LIFE
PATTERN:
BE KIND**

- ❏ Problem: You shame someone publicly; week later shit happens to you.
- ❏ Solution: Don't be a shmuck.

CLOUD-DARK

- ❑ New rules are deployed frequently to battle attacks
- ❑ Deployment of a single misconfigured rule
- ❑ Included regex to spike CPU to 100%
- ❑ “Affected region: Earth”

CONTINUOUS UPDATES PATTERN: CANARY RELEASES

- ❏ Problem: Releasing a bug affects ALL the users.
- ❏ Solution: Release to a small number of users first effectively reducing the blast radius and observe. If a problem occurs, stop the release, revert or update the affected users.

ALWAYS SPOT TEST ON A HIDDEN SURFACE FIRST before beginning any cleaning job. May etch older sinks, tubs and tiles. Always avoid prolonged contact with any surface. After 2 minutes, rinse promptly and thoroughly with cold clean water.

APPS ENTERTAINMENT FILM

MoviePass has shut down for 'several weeks' to update its app

21

'There's never a good time to have to do this'

By Jon Porter | @JonPorty | Jul 5, 2019, 12:04pm EDT

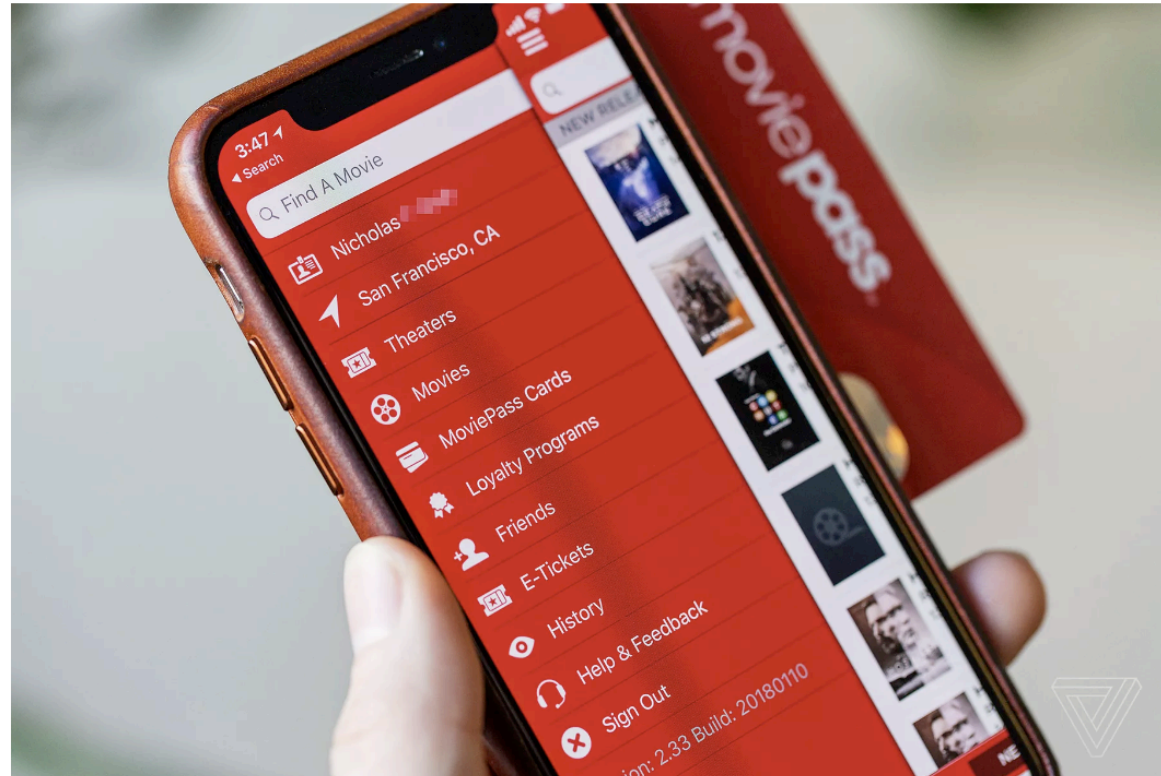


Photo by Vjerran Pavic / The Verge

MoviePass, the [long-embattled film subscription service](#), has shut down for "[several weeks](#)" in order to complete work on an updated version of its app and to recapitalize for when the service relaunches. "There's never a good time to have to do this," MoviePass CEO Mitch Lowe said in a [statement](#), "but to complete the improved version of our app, one that we believe will provide a much better experience for our subscribers, it has to be done." Lowe's statement promised "an enhanced technology platform, which is in the final stages of completion," in the upcoming app.

CONTINUOUS UPDATES PATTERN: ZERO DOWNTIME UPDATES

❏ Problem: You will probably loose all your users if you shut down for 5 weeks (and counting) to perform an update.

❏ Solution: Perform zero-downtime OTA small and fequent continuous updates.

CONTINUOUS UPDATES



Frequent



Automatic



Tested



Canary



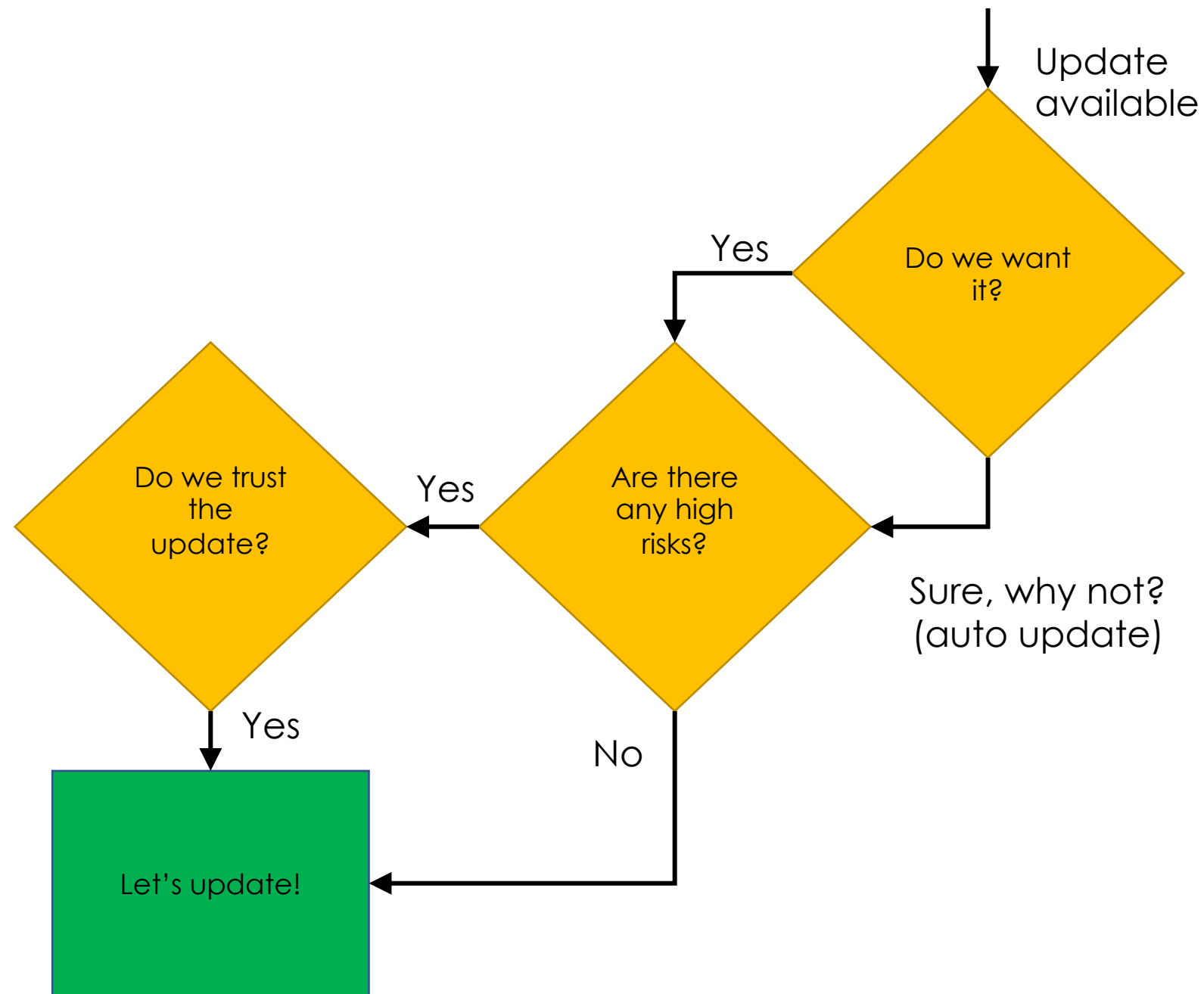
State-aware



Observability

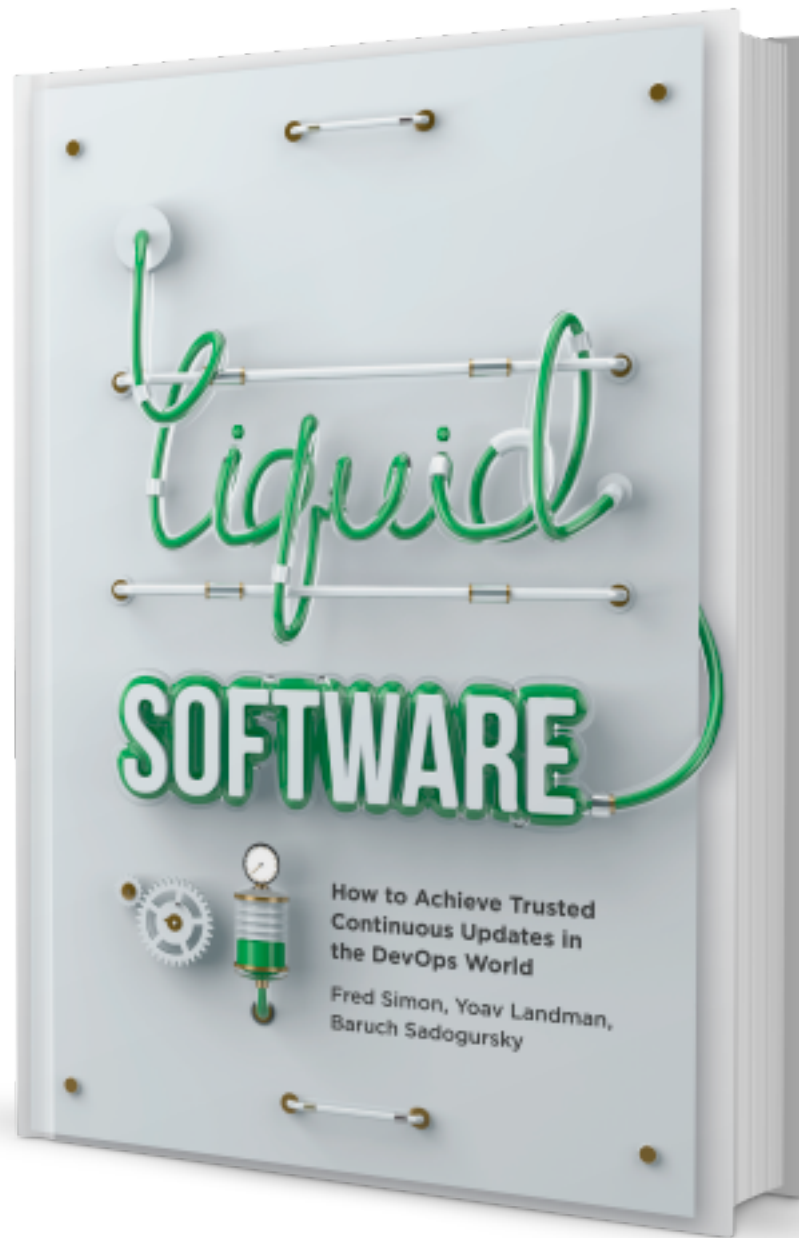


✧ Local Rollbacks



” *Our goal is to transition from bulk and rare software updates to extremely tiny and extremely frequent software updates; so tiny and so frequent that they provide an illusion of software flowing from development to the update target.*

We call it the Liquid Software vision.

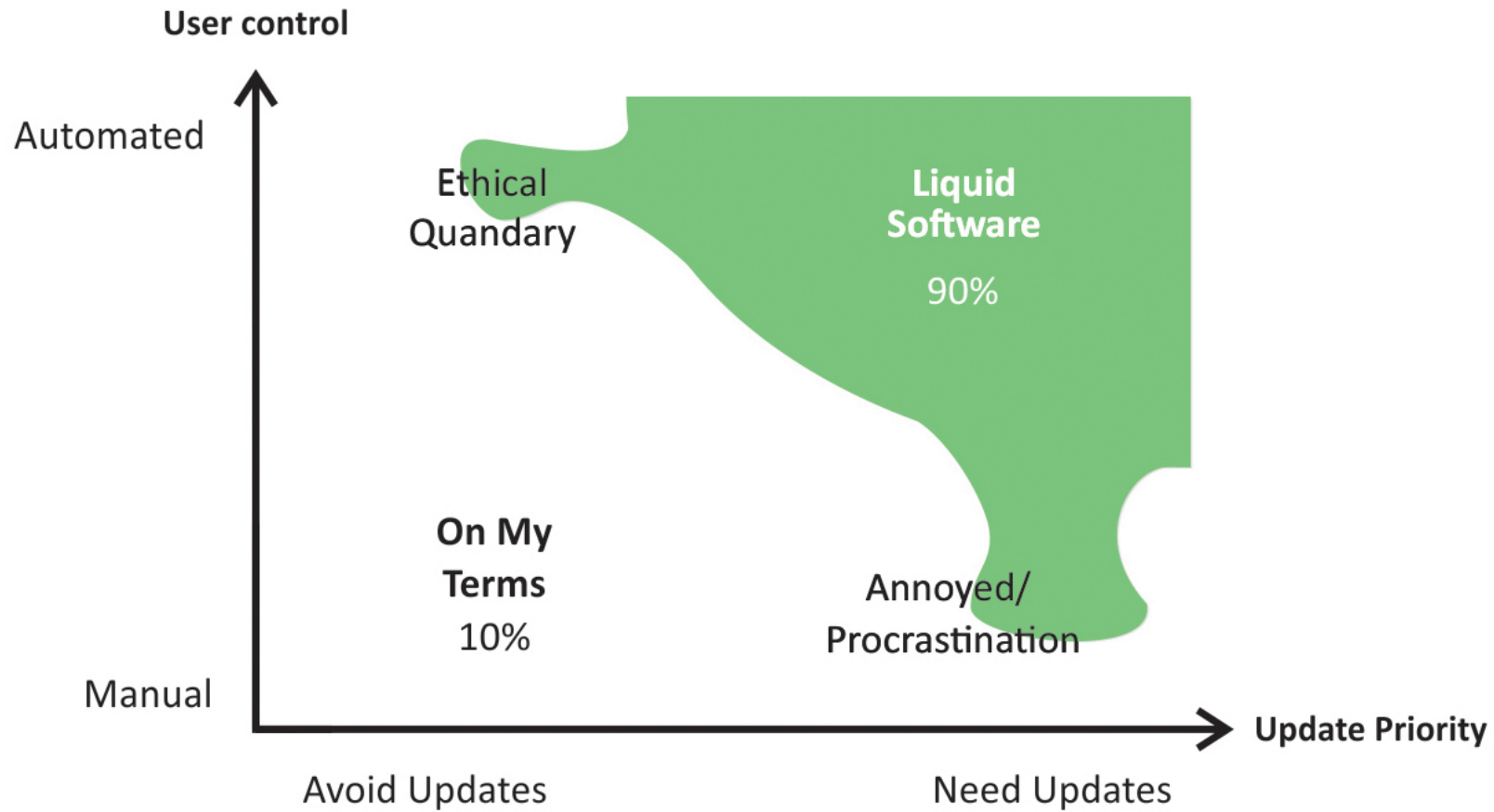


@jbaruch

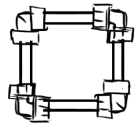
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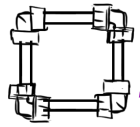
CORNER CASES?



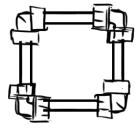
Q&A AND TWITTER ADS



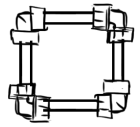
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<http://liquidsoftware.com>



<http://jfrog.com/shownotes>