

Incident Report

Incident Title: OX and Qmail

Incident Report Author: Tiago RODRIGUES

Issue Date: 28/10/16

Incident Log Number: 005

Severity Level: High

Incident Start Date & Time: 26/10/16 14:17

Incident End Date & Time: 26/10/16 17:07

Total Outage Duration: 2h 50m

Affected Service(s): Open-Xchange and Qmail

Affected Partner(s): All

Incident Overview:

Our storage area network (SAN) went into maintenance mode which stopped all services that were using this SAN.

Impact (“Street” Effect & SLA impact):

All LuxCloud services hosted on the SAN went down, and became unusable by the customers. Open-Xchange and Qmail were unreachable and e-mail delivery was delayed. No email was lost.

Root Cause Explanation

The SAN issue explained in incident log number 005.

Short Term Solution:

See incident log number 005.

Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Migrating all OX users to OXaaS, where improved failover is implemented.	HG	In progress