

# Incident Report

Incident Title: OX and Qmail

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Issue Date: 07/11/16

Incident Log Number: 006

Severity Level: High

Incident Start Date & Time: 06/11/2016 13:55

Incident End Date & Time: 06/11/2016 16:25

Total Outage Duration: 2h 30m

Affected Service(s): Open-Xchange and Qmail

Affected Partner(s): All

## Incident Overview:

On 06/11/2016 starting at roughly 13:55 CET our customers experienced an outage that prevented them from retrieving or sending mail using qmail (which means also for the OX users). The issue was identified as an issue with our LDAP server and was solved at 16:25. Incoming mail was queued for this period and delivered after the issue was solved.

## Impact (“Street” Effect & SLA impact):

Open-Xchange webinterface was reachable but no mail would be available. Qmail via IMAP/POP and SMTP where unreachable and e-mail delivery was delayed. No email was lost.

## Root Cause Explanation

Loss of network connectivity to the LDAP server. This has been traced back to an error that occurred while automatically migrating the vm between hosts on the vmware cluster.

## Short Term Solution:

Re-enabling the network interface.

## Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Preventing this VM to be automatically moved between hosts on the cluster.	NS	In progress
2	Improving LDAP monitoring	NS	11/11/2016