

Incident Report

Incident Title: OX and Qmail Slow

Incident Report Author: Tiago RODRIGUES

Issue Date: 15/11/16

Incident Log Number: 009

Severity Level: High

Incident Start Date & Time: 11/11/16 13:55

Incident End Date & Time: 14/10/16 18:00

Total Outage Duration: Qmail IMAP 10 minutes

Qmail SMTP 2 hours

Qmail POP 15 minutes

Affected Service(s): Open-Xchange and Qmail

Affected Partner(s): Customers who used IMAP or OX to access mail

Incident Overview:

On 11/11/2016 between 14:00 and 18:00 and again on 14/11/2016 between 9:00 and 18:00 CET both OX and Qmail where experiencing slow throughput.

Impact (“Street” Effect & SLA impact):

Customers who connected via IMAP were experiencing very slow throughput of data, which made it depending on mailbox size difficult or impossible to work with their mail over several periods. Customers who connected via OX either got no connection or also very slow connections. Mail was getting in and out with little to no delay. Users who were using POP3/SMTP had little to no problems besides a slow connection.

Root Cause Explanation

The SAN issue explained in incident log number 005 has triggered an instability on the VMware layer that in turn caused the VMware layer to start massive amounts of migrations of VM’s between different hosts. This triggered the qmail service to become instable.

Short Term Solution:

There were several parameters tuned in order to restore normal service throughput: limiting the amount of parallel connection to the same mailbox, improving storage throughput by introducing parallel network queues and tuning of network storage parameters.

Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Rebooting all ESX servers	NS	In progress
2	Migration of all customers to the new OX platform	JP	Before 31/3/2017