

# Incident Report

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Incident Title: Exchange 2010 Outage

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Issue Date: 01/11/2016

Incident Log Number: 004

Severity Level: High

Incident Start Date & Time: 27/10/2016 09:04

Incident End Date & Time: 27/10/2016 19:00

Total Outage Duration: 9 hours 56 minutes (worst case)

Affected Service(s): Hosted Exchange 2010

Affected Partner(s): All

## Incident Overview:

Most of the mailbox databases in the Exchange 2010 environment were offline. The mailbox databases were offline because not enough servers in the replication group (DAG) had access to their respective storage volumes. The servers did not automatically bring databases and disks back on line.

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

No incoming or outgoing email for most customers and no access to some of their existing email.

## Root Cause Explanation

The SAN issue explained in incident log number 002.

## Short Term Solution:

Bring mailbox databases back online, by making sure the disks are online. This allowed us to make replication work again. Then mailbox databases could remounted and come back into service.

Reset Exchange ActiveSync by recycling application pool on Exchange front ends

## Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Switch to new Storage/Mail Platform	JP	Dec 2016
2	Improve monitoring on mailstore availability and replication status.	JP	11/11/2016
3	Improve monitoring on activesync.service	JP	11/11/2016