

Incident Report

Incident Title: Outage on NG cluster

Incident Report Author: B. ten Dolle

Issue Date: 11/03/17

Incident Log Number: 011

Severity Level: High

Incident Start Date & Time: 11/03/17 11:15 CET

Incident End Date & Time: 11/03/17 16:50 CET

Total Outage Duration: 5h 45 min.

Affected Service(s): NG websites

Affected Partner(s): All customers using NG service

Incident Overview:

The NG websites were offline due to storage latency.

Impact (“Street” Effect & SLA impact):

All Linux NG websites were not accessible.

Root Cause Explanation

The hypervisor tried to perform failover, however the migration was not successful due to too many hardware failures. Several physical machines were affected. We believe, there was too much traffic on storage layer, which caused inaccessibility on data store on Saturday. After several hours we connected the hypervisor again and then rebooted the NG file manager.

Long Term Solution:

We have to investigate further why there was such a big storage latency.