

Incident Report

Incident Title: Outage on Exchange 2010 ActiveSync

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Issue Date: 14.03.2017

Incident Log Number: 012

Severity Level: Low

Incident Start Date & Time: 14/03/17 16:45 CET

Incident End Date & Time: 14/03/17 19:50 CET

Total Outage Duration: 3h 5 min.

Affected Service(s): Exchange 2010 ActiveSync

Affected Partner(s): All Exchange 2010 mobile users

Incident Overview:

Exchange ActiveSync was inactive after an issue with the Exchange software.

Impact (“Street” Effect & SLA impact):

No email reception on mobile devices for Exchange 2010 users. OWA/MAPI/IMAP/POP were all unaffected.

Root Cause Explanation

On Exchange there is an option for size limitation for attachments in messages sent from a mobile phone. In Odin there is also an option for changing the size limit of message attachments.

A change was requested and applied on the Exchange server, which was different from the limitations set inside the Odin platform. When the change was applied to the Exchange configuration the ActiveSync service crashed.

Long Term Solution:

We have configured within Odin platform the correct maximum limit for ActiveSync so that this type of situations do not happen again.