

Incident Report

Incident Title: Outage on NG cluster

Incident Report Author: B. ten Dolle

Issue Date: 07.04.2017

Incident Log Number: 013

Severity Level: High

Incident Start Date & Time: 05/04/17 10:31 CET

Incident End Date & Time: 05/04/17 11:21 CET

Total Outage Duration: 0h 50 min.

Affected Service(s): All NG websites hosted by LuxCloud

Affected Partner(s): All partners with customers with NG websites

Incident Overview:

The NG websites were offline due to web services interruption.

Impact (“Street” Effect & SLA impact):

All NG websites were not accessible.

Root Cause Explanation

When LVE reaches its memory limit, the processes inside that LVE are killed by OOM Killer and appropriate message. When any LVE hits huge number of memory limits in short period of time, the OOM Killer can cause system overload. This caused the freeze on the server.

Long Term Solution:

A reboot was performed and OOM Killer was disabled. Instead a SIGKILL will be used.