

# Incident Report

Incident Title: Storage Outage

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Issue Date: 19/06/17

Incident Log Number: 017

Severity Level: High

Incident Start Date & Time: 13/06/2017 19:13:38

Incident End Date & Time: 14/06/2017 01:28:38\*

Total Outage Duration: 6h 15m

Affected Service(s): Online Backup, Hosted Exchange, Open-Xchange, NG-Hosting, SharePoint

Affected Partner(s): All partners except Office 365 and Oxaas Partners

\*excluding Open-Xchange and some exchange 2010 users

## Incident Overview:

A routine change on our Exchange environment triggered an event that led to the complete filling of our storage unit (90 TB in total) in a matter of minutes. This caused the unit to go into maintenance mode which took the services in question down.

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

Customers for the mentioned services between 7 PM and 1:30 AM were unable to use their service.

## Root Cause Explanation

During the day on Tuesday the Exchange 2010 environment warned us for a disk space issue. Our team reacted by adding extra disk space to the VM. The underlying storage infrastructure has a built-in feature that in case of changes on the platform creates a temporary backup file that allows us to replay the change back to an earlier state. In this case this temporary backup process was triggered for too many servers and created instead of a single backup a backup of the entire platform. This meant that our underlying storage unit filled up in a matter of minutes and before we could react this had caused the platform to go into maintenance mode.

Unfortunately, we also at the same time had an issue with the connection to the command module of this storage which delayed a solution. After solving this issue, newly allocated storage allowed us to restart all services.

## Short Term Solution:

We are looking for solutions that might distribute the exchange load over multiple storage platforms. [DUE: 1 July]

As a temporary fix extra storage has been added to the platform, reducing the pressure. [Done]

We have offloaded unused service and reclaimed unused space [Done]

## Long Term Solution:

The long-term solution we have been working on for the last 5 months remains the migration of all core services from the old platform. Our new services are distributed over multiple storage environments which prevents one service to affect the rest. Unfortunately, due to several setbacks the migration has been taking longer than expected.