

Incident Report

Incident Title: Outage on NG cluster

Incident Report Author: B. Natter

Issue Date: 07/06/17

Incident Log Number: 015

Severity Level: High

Incident Start Date & Time: 31/05/17 08:45 CET

Incident End Date & Time: 31/05/17 11:40 CET

Total Outage Duration:

Affected Service(s): NG websites

Affected Partner(s): All customers using NG service

Incident Overview:

The NG cluster was down because of a daemon crash. The incident was resolved by restarting the daemon.

Impact (“Street” Effect & SLA impact):

All customers on the NG platform

Root Cause Explanation

The daemon crashed due to storage latency.

Long Term Solution:

We are building a new platform for Linux NG. The storage platform is virtualized which will secure lower latency.