

Incident Report

Incident Title: IMAP issues on Exchange 2013

Incident Report Author: Bram ten Dolle

Issue Date: 25/07/17

Incident Log Number: 019

Severity Level: Medium

Incident Start Date & Time: 25/07/2017

Incident End Date & Time: 02/08/2017

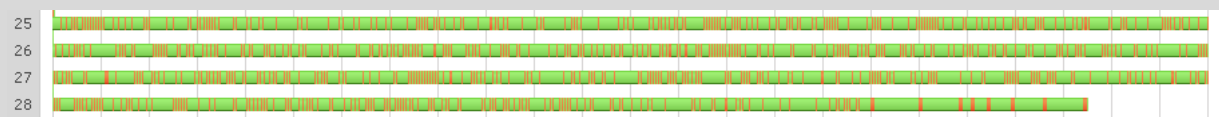
Total Outage Duration: Short several downtimes (average 3 minutes)

Affected Service(s): Exchange IMAP and POP

Affected Partner(s):

Incident Overview:

The Exchange IMAP wasn't responding correctly for sometimes.



Impact (“Street” Effect & SLA impact):

IMAP customers received the mail three minutes later than normal.

Also the mail client could give a sign that the mail server is unavailable.

Root Cause Explanation

The Client Access Server had some overload and was not receiving more connections.

Long Term Solution:

We configured the load balancer as a reverse proxy and changed settings at the server to accept more connections.

The load balancer has less than 10% load for now.