

# Incident Report

---

Incident Title: LuxCloud Provisioning and Services Platform

Incident Report Author: Tiago RODRIGUES

Issue Date: 28/10/16

Incident Log Number: 002

Severity Level: High

Incident Start Date & Time: 26/10/16 14:04

Incident End Date & Time: 26/10/16 16:34

Total Outage Duration: 2 hour and 30 minutes

Affected Service(s): LuxCloud Partner Portal, LuxCloud Control Panel and all Services hosted by LuxCloud

Affected Partner(s): All

## Incident Overview:

Our storage area network (SAN) went into maintenance mode which stopped all services that were using this SAN.

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

All LuxCloud services hosted on the SAN went down, and became unusable by the customers.

## Root Cause Explanation

At 12:25 we received a warning that our storage area network (SAN) was reaching its maximum capacity. We immediately started to move non-critical data off but the storage was filling up faster than we could move data off which eventually led to the storage unit going into maintenance mode.

## Short Term Solution:

After the SAN went into maintenance mode it stopped filling up or accepting new data and we were able to move enough data off the platform to bring the unit out of maintenance mode and restart the services.

## Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Increase monitoring threshold for the storage unit	HG	In progress
2	Add resources to the SAN	HG	N/A
3	Speed up migration process for certain services, there for creating more space.	JP	30/11/2016
4	Reclaim space from deleted services	HG	3/11/2016