

Incident Report

Incident Title: Exchange 2013 Outage

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Issue Date: 01/11/2016

Incident Log Number: 003

Severity Level: High

Incident Start Date & Time: 26/10/2016 14:04

Incident End Date & Time: 27/10/2016 04:30

Total Outage Duration: 14 hours 26 minutes

Affected Service(s): Hosted Exchange 2013

Affected Partner(s): All

Incident Overview:

The mailbox databases in the Exchange 2013 environment were offline. One node in the Exchange cluster was not part of the cluster anymore. The mailbox databases were offline because not enough servers in the replication group (DAG) had access to their respective storage volumes. The cluster was setting the disks offline on one node while the disks were online on the other node.

Impact (“Street” Effect & SLA impact):

No incoming or outgoing email for customers and no access to their existing email.

Root Cause Explanation

The SAN issue explained in incident log number 002.

Short Term Solution:

Fix permissions on quorum share used for Exchange cluster to make sure we could join the lost Exchange server node.

Added the Exchange server back to the cluster again.

Bring mailbox databases back online, by making sure the disks are not unnecessarily managed by the cluster. This allowed the replication to work again, which means mailbox servers and databases could be restored to service.

Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Switch to new Storage/Mail Platform	JP	Dec 2016
2	Improve monitoring on mailstore availability and replication status.	JP	11/11/2016
3	Improve monitoring on activesync.service	JP	11/11/2016