



# ISRM – New Major Incidents DB

[ISRM Major incidents database](#)

**OMB – 24/11/2022**

<https://indico.egi.eu/event/5994/>



# OMB – 24/Nov/2022

## Helpdesk GGUS not reachable (ID:19)

| Date        | Action   | Who                                | Comments  |
|-------------|--|------------------------------------|---|
| 07 Apr 2022 | the service stopped to work and the monitoring system <a href="#">detected the failure</a> | Monitoring                         | Host :ggus.eu<br>Metric :org.nagiosexchange.GGUS-WebCheck<br>Timestamp :2022-04-06T14:26:17Z<br>CRITICAL - Socket timeout<br>AHREF= <a href="https://ggus.eu:443/nagios/service.php">https://ggus.eu:443/nagios/service.php</a> target=_blank |
| 07 Apr 2022 | sent an email to the supplier asking for details about the issues                          | <a href="#">Alessandro Paolini</a> |   |
| 07 Apr 2022 | the service recovered after 2 hours  |                                    |   |

Post-mortem: Kit reported repair time took that time due to failure investigation



# OMB – 24/Nov/2022

## Collaborations Tools, services not accessible (ID: 20)

| Date        | Action   | Who   | Comments  |
|-------------|--|---|---|
| 22 May 2022 | Services stopped aprox. 19:52 UTC              | <a href="https://argo.egi.eu/egi/OPS-MONITOR-Critical">https://argo.egi.eu/egi/OPS-MONITOR-Critical</a> | Services went down  |
| 22 May 2022 | GGUS tickets opened                            | <a href="#">Nicolas Liampotis</a>   | GGUS tickets were opened by <a href="#">157323</a> and <a href="#">157324</a> informing that PERUN and SSO were not accessible. |
| 22 May 2022 | Service resumed aprox. 22:25, in the same day. | <a href="#">Nicolas Liampotis</a>   | Tickets were closed as solved.  |
| 23 May 2022 | Information required concerning the event.     | <a href="#">Baptiste Grenier</a>  | Sent an email to the service responsible requiring info.  |
| 23 May 2022 | Reply about the incident                       | Tomas Stibor  | Backup power failed during a short gap of primary power. Power to the datacenter was restored at 23:30                          |

Post-mortem: no comments.



# OMB – 24/Nov/2022

## GOCDDB Outage (ID: 21)

| Date        | Action  | Who  | Comments  |
|-------------|---|--|---|
| 17 Oct 2022 | Unscheduled Downtime announced at 20:09 through Operations Portal   | <a href="#">Alastair Dewhurst</a>  | <a href="#">Broadcast</a>   |
| 18 Oct 2022 | EGI Operations Team questioned (at 10:18) why failover instance did not work. A reply was sent by Greg (at 11:27), shown below. | <a href="#">Renato Santana</a> and reply from <a href="#">Greg Corbett</a> | A question and a reply concerning the service unavailability: "why failover mechanism did not work?"<br>Reply: DNS issue "false positive"                         |
| 18 Oct 2022 | At 13:06 it was informed that GOCDDB was back: "GOCDDB is working (at risk) in read-only mode"                                  | <a href="#">Alastair Dewhurst</a>  | GOCDDB service was back, however only for reading.  |
| 18 Oct 2022 | At 18:05 it was announced that the network issue was fixed and that not all services were back, but GOCDDB was full (R/W).      | <a href="#">Alastair Dewhurst</a>  | "As of 16:00 UTC, the network failure that caused the loss of services at RAL has been resolved ... GOCDDB is back in full production." <a href="#">broadcast</a> |

Post-mortem: *"While a full analysis to understand the root cause is still underway, we know enough to for the purposes of reflecting on GOCDDB response to the failure".* Improvements have already been done!