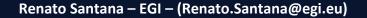


ISRM - New Major Incidents DB

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 detected the failure	Monitoring	Host :ggus.eu Metric :org.nagiosexchange.GGUS- WebCheck Timestamp :2022-04-06T14:26:17Z CRITICAL - Socket timeout AHREF=https://ggus.eu:443/nagios/s ervice.php target=_blank
07 Apr 2022	sent an email to the supplier asking for details about the issues	Alessandro Paolini	
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	https://argo.egi.eu/egi/O PS-MONITOR-Critical	Services went down
22 May 2022	GGUS tickets opened	Nicolas Liampotis	GGUS tickets were opened by <u>157323</u> and <u>157324</u> informing that PERUN and SSO were not accessible.
22 May 2022	Service resumed aprox. 22:25, in the same day.	Nicolas Liampotis	Tickets were closed as solved.
23 May 2022	Information required concerning the event.	Baptiste Grenier	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

GOCDB Outage (ID: 21)

Date	Action	Who	Comments
17 Oct 2022	Unscheduled Downtime announced at 20:09 through Operations Portal	Alastair Dewhurst	<u>Broadcast</u>
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 bellow.	Renato Santana and reply from Greg Corbett	A question and a reply concerning the service unavailability: "why failover mechanism did not work?" Reply: DNS issue "false positive"
18 Oct 2022	At 13:06 it was informed that GOCDB was back: "GOCDB is working (at risk) in read-only mode"	Alastair Dewhurst	GOCDB 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 GOCDB was full (R/W).	Alastair Dewhurst	"As of 16:00 UTC, the network failure that caused the loss of services at RAL has been resolved GOCDB is back in full production." broadcast

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