



ISRM – Major Incidents report

[ISRM Major Incidents Database](#)

OMB – 12/12/2024

<https://indico.egi.eu/event/6601/>



OMB – 12/Dec/2024

Major Incidents DB

ID	Date / Short Description	Impacted Services	Ticket / Status	Duration (aprox.)	Status	Involved	Comments
25	2024-05-18 General monitoring failures	ARGO Monitoring Service; any monitored service.	GGUS 166808 Solved	12 hours	TREATMENT	Site admin, ARGO, EGI Ops	Failure noticed a few months later, when creating a performance report
26	2024-06-10 Datahub outage	All related services which use Datahub	167089 Closed	1 day	RESOLVED	Renato, Alessandro, Lucasz	Manual intervention on VMs to reestablish service
27	2024-06-22 CVMFS Stratum-0 Outage	EGI Software Distribution	167376 Closed and 167464 Open	11 days	RESOLVED	Catalin, Alastair	several servers change at STFC incl Stratum-0 experienced problems.



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28	2024-07-19 GOCDDB outage	GOCDDB Service	167639 Solved	4 days	RESOLVED	Renato,Rose , Adrian, Greg	Failure in a piece of core infrastructure at RAL after it was migrated to Rocky8.
29	2024-08-22 Network issues with GRNET services	Check-in, EGI AppDB, ARGO Monitor, EGI VMops Dashboard	167948 Open	1 hour	INVESTIGATION	Renato,Greg, Nicolas L., Alessandro, Katarina Z.	Several services without access. Now: Waiting for post-mortem info



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30	2024-09-18 EGI Operations Portal outage	All services related activities to the portal	168170 solved	1 day	RESOLVED	Sebastian, Cyril,	Unexpected outage of the datacentre
31	2024-09-24 Operations Portal not responding	Infrastructure oversight, security vulnerab. oversight, VO Id Cards, Broadcast messages	168419 Closed	0.5 day	RESOLVED	ARGO, Alessandro	One of the token used by Gitlab has expired in the night and causes some troubles
32	2024-10-10 GOCDB Outage	All related services which use GOCDB such as AAI/Check-in, Accounting, Sites Downtimes.	168543 Closed	0.5 day	RESOLVED	Renato, Adrian, Alessandro, Greg	There are analysis for having an (failover) instance at another EGI Federation place.