

Incident Report - December 9 and 10, 2017

Incident #2017-234

Portal/QShare Outage

Summary

On both December 9 and 10, for a period of approximately one hour, an issue with the Oracle database for QShare and the Portal's message centre caused both services to become unavailable. The database error was due to the database change log filling the disk.

Impact

Both QShare and the Portal were inaccessible for a period of approximately 1 hour on both Saturday, December 9th (around 10:30pm), and Sunday, December 10th (around noon).

Root Cause

The Oracle database instance's change log caused the disk to fill, which caused the service to become unresponsive

Resolution

The database was restarted Saturday, and on Sunday the logs were pruned to reconcile disk space.

Communications (Internal)

ITS pager went off, iTrack ticket put in, Middleware restored the services.

ITSP Communication (External)

An ITS notification was issued indicating there were intermittent problems with the portal. A follow up notification was issued shortly after indicating that the issues were resolved.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Steps taken to ensure change log files are rotated and cleaned properly.

Action Items

Database error logs will be checked upon detection of any issues in order to better diagnose and solve the issue