

Incident Report - 09-09-2016

Incident #2016-164

Loss of Windows File Shares

Summary

At approximately 10:30 on September 9, 2016, reports indicated that there was a problem accessing Windows Shares. An investigation uncovered that the incident affected all shares on a particular network.

Impact

Affected Shares that identified by this incident and unable to be accessed during the outage time were as follows:

- Departmental Windows Shares (users' H drives, I drives, and other mapped drives)
- QSpace
- Physics ASOK

Root Cause

ITS analyzed system logs and made contact with our storage vendor. The storage vendor's support engineers identified a software bug. This bug initially took the primary server down. A misconfigured piece of equipment prevented our secondary server from accessing the data, causing a wide-spread outage.

Resolution

The redundant server came back on line after a configuration update. The vendor delivered a patch that ITS applied and the primary server was brought back on line.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Communications (Internal)

The ITS systems and networks teams were in constant contact via telephone, Skype, and face-to-face interactions until a resolution was found and an action plan executed.

ITSP Communication (External)

A notification was posted after identifying the issue. Notices were posted through the ITS Notification Tool, which includes a tweet to the ITS Twitter feed alerting the entire campus of the outage. Updates to the issue were published as they became available, and notification of the restoration of the services was sent through all above channels.

Lessons Learned

The ITS storage systems need to be routinely patched with the latest code updates during a regularly scheduled maintenance window. If a major upgrade or security patch is released, installation should be scheduled immediately.

Action Items

- Apply patches regularly.
- Test the secondary systems to ensure fail over and all patches are correctly configured. This assures all systems function properly when a failure occurs.

