

Incident Report - September 1st, 2017

Incident #2017-223

Webpublish Database Outage

Summary

On Friday, September 1 at 12:00 pm, after a scheduled emergency database restart, one of the Webpublish servers could not connect to the database, resulting in some users receiving an error when accessing Webpublish authoring sites.

Impact

One of the Webpublish servers could not reach the database for a period of 45 minutes beginning at 12:00pm. Users attempted to access the site may have received an error when attempting to access a Webpublish site during this time

Root Cause

After a scheduled database restart, one of the Webpublish application servers could not re-establish a connection to the database, resulting in a connection error.

Resolution

Middleware accessed the database and restored connections from the affected Webpublish server.

Communications (Internal)

The Education & Collaboration Technologies team notified Middleware of the issue.

ITSP Communication (External)

An ITS notification was issued indicating that the Webpublish authoring service had been affected.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Upon restart of this database, a manual login to the database from both Webpublish application servers should be performed to ensure connectivity.

Action Items

The procedure for a database restart has been modified to accommodate any potential connection errors (as indicated above). Additionally, the procedure for a database migration has been updated to eliminate the need for any restarts outside of the migration window.

