

## Incident Report - February 20<sup>th</sup>, 2018

Incident #2018-246

*Queensu Proxy Issues*

### Summary

On the morning of Tuesday, February 20<sup>th</sup>, during a change to the Queensu proxy, issues arose causing some sites to render incorrectly, and others to be unavailable. Sites affected include the ITS secure website, ITrack, Office of the University Registrar, and Events Calendar. This lasted for approximately 15-20 minutes, by which time site was pointed back at the old server which resolved the errors.

### Impact

From approximately 7:15 to 8:00 am, a small number of queensu.ca sites were not displaying correctly. At 8:00 am, in an attempt to fix some of these issues, a configuration change was made that caused the main website (queensu.ca) to display the default Apache page.

### Root Cause

The Events Calendar issue was a result of the Marketing server on which the site resides being unable to reach certain resources on queensu.ca. This is due to both the Marketing server and the proxy being behind the same firewall, which doesn't allow communication out and back in. A configuration error caused the default Apache server page to load at queensu.ca rather than the correct site.

### Resolution

After the configuration error, the queensu.ca pointed back at the old server, which resolved the issues.

### Communications (Internal)

Middleware face to face communication internally and with Systems.

# INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



## ITSP Communications (External)

Some of the incident took place inside a scheduled service window, but when the issue persisted beyond that window, an ITS notification was issued.

## Lessons Learned

The issue with Events Calendar was an oversight, as it was not anticipated that by moving the proxy behind a firewall where some services reside, these services would not be able to reach queensu.ca, as traffic can't leave and go back in the firewall. The configuration issue that caused the default Apache page to appear will be prevented in the future by adding the proxy configuration to version control and reverting changes in the event of an error.

## Action Items

Procedural changes: version control is now enforced for proxy configuration.