

## Incident Report - October 16, 2015

Incident #2015-108

### *File Server Outage After Hours*

#### Summary

On October 16, 2015 Microsoft updates were performed on the Windows File Share servers. Updates were separated by three hours and were applied successfully. Upon the system being restarted, one file share did not return to operation. This file share then failed over to the second node which caused the file service to be unavailable for affected departments from approximately 10 pm until 8:30 am the following morning.

#### Impact

This caused several IDM and PeopleSoft overnight batch jobs to fail. Some users that came in prior to 8:30 am were unable to access their files until the service was brought back up.

#### Root Cause

The outage was a result of the file service not being configured to start automatically upon system restart. This caused it to remain off and down during the transfer from one node to the other.

#### Resolution

To resolve this in the short term, Windows File Share was brought back online and then set to start itself automatically. It has now been transferred to the Network Attached Storage (NAS) on our central storage and stored on two nodes that will each remain on at all times in what is called an active/active state.

#### Communications (Internal)

After the initial notification of issue via an iTrack ticket, a notice was sent to Information Technology Services (ITS). It was followed by direct phone calls to parties who could assist with the issue, namely the Systems and Storage team in Infrastructure. Throughout the troubleshooting and resolution phases, there was online conversations through Lync between Systems and the Support Centre.

#### ITSPP Communications (External)

For external communications, the notification was posted on the ITS website and RSS feeds via the Queen's Notification Tool. The ITS Support Centre also worked with some concerned parties on the inability to access files, on a per call basis.

## Lessons Learned

We learned:

- Our monitoring on Windows File Service is not strong enough
- The migration to our new more highly available NAS is very important

## Action Items

All action items to repair the issue and to prevent it from occurring again have been taken. With the system now moved to a new system with an improved availability and more advanced monitoring, the service should remain more stable in the future.