

Incident Report - May 18, 2016

Incident #2016-146

Siteimprove Update Causing Wiki Service Failure

Summary

On May 18, 2016, Siteimprove, a vendor-hosted third party tool which scans webpages for integrity checks (broken links, website performance, etc.), had an update to the software's code which caused multiple, frequent connections to the Wiki. These connections overloaded the Wiki system resources and caused the service to fail, rendering the Wiki inaccessible. Once determined, the source IP of the tool was blocked and the server was restarted, which brought the Wiki service back online and operational.

Impact

The Wiki system and service resources were overloaded due to the multiple connections from Siteimprove, causing resources to fail. The Wiki became inaccessible to all users.

Root Cause

The cause for failure was an external third-party application code modification which increased connection rates to the system.

Resolution

The Siteimprove IP was blocked and the Wiki system and services were restarted. With the tool being blocked, no further issue was found. Siteimprove was contacted to notify them of this issue and their code was updated. Once fixed, the tool was unblocked.

Communications (Internal)

The system monitoring tool, SERMON, notified ITS of the Wiki being inaccessible. ITS staff from Web Services and Infrastructure Operations notified each other of the incident via Skype for Business and phone calls and worked to determine the cause.

ITSP Communication (External)

ITS posted a notice to ITNotice-L about the service being down and that users could not access the Wiki. Once resolved, a follow-up notice was posted informing users the Wiki was accessible again.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

ITS has become more proactive regarding knowledge of vendor upgrades to third-party tools.

Action Items

Additional system resources were allocated to the Wiki to prevent a similar issue from reoccurring.