

Incident Report - July 21, 2016

Incident #2016-156

PeopleSoft Open Registration Overload

Summary

Open Registration started at 12:00 am on July 21, 2016. At approximately 12:18 am both production web servers crashed with the following error: "GC overhead limit exceeded". At the time of the crash approximately 5000 users were trying to register on the system. PeopleSoft Administrators were monitoring the system. Both web servers and the system were rebooted and restored within 10 minutes, due to vigilant monitoring of the Administrators.

After looking through the logs, it was determined that the crash was caused by the system running out of memory due to the number of users all trying to process their registrations at the same time.

Impact

Open Registration (saself.queensu.ca) was not available for approximately 10 minutes.

Root Cause

The web server's java heap space was not allocated appropriately for the volume of users trying to access the system over the start of the Open Registration.

Resolution

A reboot of both production web servers was necessary.

Communications (Internal)

A service interruption message was sent out to the university community by email.

ITSPP Communications (External)

PeopleSoft Administrators reported the situation to Gail Ferland on July 22, 2016 regarding the incident. Gail informed the main stakeholders about the events from the previous night.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

The system will have more than 5000 users trying to access the registration system during the start of Open Registration. Load testing should be completed for that volume so the system can be tuned to handle the user capacity.

Action Items

Next year we will be increasing the java heap space.

