

Incident Report - November 11, 2016

Incident #2016-171

HCDS Student Health TS Reboot Issue

Summary

The Student Health server didn't restart properly on the night of November 11, 2016 after routine scheduled Microsoft operating system patching. The server went into a continuous startup loop due to difficulty applying a patch and therefore became unavailable.

Impact

Clients trying to access the terminal services server were unable to log in until approximately 9 am.

Root Cause

A bad Windows patch caused a startup loop as it had issues applying the patch and rolling back automatically. This stopped the server from rebooting and left it in an unusable state.

Resolution

Systems had to manually reboot the server and watch to ensure proper and complete startup.

Communications (Internal)

IOP's brought the issue to the Systems staff's attention and it was resolved by working with IOP's staff both using Skype and meeting face-to-face until resolution.

ITSPP Communications (External)

HCDS submitted an iTrack issue (2565 in ITS Support requests). ITS spoke with them over the phone during the outage and explained the process being used to get the terminal server back online (restarting server, troubleshooting boot loops, identifying update issue, etc.). They received frequent updates via phone. Once the issue was resolved HCDS was called to inform them the server was back online.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Patching of this environment is problematic and manual intervention is required. Ensuring somebody is there to fix the issue if there is a problem is the short term fix. Long term better monitoring needs to be put in place to resolve these issues in future.

Action Items

Implement better monitoring of the HCDS server environment.

