

Incident Report - November 15, 2016

Incident #2016-172

Deletion of Alumni Users

Summary

On November 15, 2016, 539 alumni accounts were erroneously removed from Active Directory. For approximately 24 hours, alumni could not access their email and any email being sent to them was undeliverable (bounced back to sender). By the morning of November 17, 2016, all the deleted accounts had been restored to service and all mailboxes were back in working order.

Impact

While accounts were removed from Active Directory, the user's access to Office 365 Exchange was revoked. Incoming mail was being returned to sender (bounced).

Root Cause

During a debugging session, a section of code was commented out. This was committed to the production trunk and was pushed into production.

Resolution

Once the missing code was identified, it was reinstated. Reports were generated to determine the list of all users affected by the deletions and their accounts were recovered from the Active Directory's Recycle Bin. There were no instances of an account being unrecoverable.

Communications (Internal)

A quick meeting between Infrastructure groups determined how best to proceed with restoring service. Throughout the resolution, email communication and Lync messaging continued.

ITSP Communication (External)

An email was sent to Advancement. A notification was also posted on the ITS website.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Ensure the code is returned to service (an appropriate TODO or MUST comment could help during code commits) when circumventing code to test other features.

Action Items

None.

