

# INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



## Incident Report OnQ unavailable - February 2017

Incident #2017-183

### OnQ service unavailable due to DNS issue

#### Summary

On the morning of Thursday, February 9, 2017, the OnQ service stopped responding to logins (users were unable to log in to the system). The monitoring system automatically paged ITS personnel. Notices about the disruption were posted to the ITS site. ITS contacted the vendor Desire2Learn (D2L) and confirmed that the problem was an interruption in DNS entries with D2L's master service provider. ITS implemented a temporary fix to allow users to log in to OnQ while the vendor's records were added and propagated to the DNS servers around the world.

#### Impact

OnQ was not accessible to anyone who was not already logged in after the records were removed from D2L's DNS. ITS was able to implement a temporary work around which reduced the outage time and allowed users to log in to OnQ.

#### Root Cause

The vendor D2L stated the problem was an interruption in DNS entries with D2L's master service provider. This affected the Queen's OnQ service.

#### Resolution

ITS contacted the vendor and confirmed the problem was an interruption in DNS entries with D2L's master service provider. The vendor applied a change and stated replication of the DNS could take additional time to propagate globally. With this information, ITS implemented a temporary DNS entry to bypass the D2L issue. This allowed users to log into OnQ. Later, ITS learned from the vendor that it may take up to 24 hours to propagate. ITS then made a change to allow off campus users to connect to the system.

#### Communications (Internal)

ITS internal teams communicated via Skype, phone, face-to-face and email in an effort to solve the issue.



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## ITSP Communication (External)

Notices were posted on the ITS notifications page starting on Thursday morning which also tweets and emails ITAdmin reps about the outage. The notices were updated when new advances were made or new issues were identified.

