

Incident Report - February 28th, 2017

Incident #2017-188

eServices Proxy Migration Issue - Romeo sites affected

Summary

After the migration to a new proxy server on the morning of Tuesday, February 28, there were issues reaching the Romeo Researcher application. The new reverse proxy was configured to treat upper and lower case characters as different, where the old proxy had treated upper and lower case characters as the same. This caused the application to become inaccessible.

Impact

Some users were unable to access the Romeo Researcher application for approximately 2 hours on Tuesday morning.

Root Cause

The new reverse proxy configuration did not account for the case-sensitivity in the configuration file, which caused some files to become inaccessible.

Resolution

The configuration was corrected, the service restarted, and the application was verified as running.

Communications (Internal)

Users from University Research Services contacted the Infrastructure Operations team, and the issue was then passed to the Middleware team for resolution.

ITSP Communication (External)

After identifying and correcting the issue, Research Services notified the Romeo user base that the issue had been resolved.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Middleware will ensure that all configuration options within applications are carefully checked and tested when migrating to new systems.

Action Items

Moving forward, proper communication with the service owners/users of this system will take place prior to making any changes that could affect the service. Notifying Research Services at the onset of the issue would allow them to anticipate possible outages and report any issues.

