

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Incident Report - Feb 8, 2018

Incident #2018-247

Network Outage February 8, 2018

Summary

A network outage to the primary VMWare cluster caused a number of production services to go offline for the period of a few minutes. The cause was determined to be a faulty cabling combination that allowed cables to come loose. When alerted staff were able to reseal the cables and restore service while a more permanent solution was investigated. The issue lasted less than ten minutes from onset to service restoration.

Impact

Most production and hosted services that run on the Dupuis VMWare cluster were offline for less than 10 minutes starting at 12:10pm.

Root Cause

A combination of copper switch transceivers when connected to an RJ45 connector with a full boot did not make a positive lock as designed. Staff inadvertently jostled the cables when working to add interfaces for new equipment.

Resolution

Upon being notified of the issue the staff member who was adding the new cables pushed the uplink cables back in and restored service but noticed the cables did not click. Cabling combinations were tested to ensure the cables locked in place as designed and new interfaces were added to the redundant uplinks without any further service outages.

Communications (Internal)

Internal monitors alerted networks and systems staff almost immediately. Staff investigated and were able to let the staff working in the datacenter know verbally.

ITSP Communication (External)



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A message was sent via the ITS Communication Tool at 12:30pm to let users know an outage happened and it was resolved.

Lessons Learned

Cable selection has been changed to ensure full boot cables are not used. When installed, cables are given a pull to ensure they are locked into the transceiver.

Action Items

N/A

