

Incident Report - February 10, 2016

Incident #2016-131

PeopleSoft Finance and Student Admin Login Issues

Summary

PeopleSoft Finance (fnprd.ps.queensu.ca) and Student Admin (csprd.ps.queensu.ca) users were unable to login to PeopleSoft through MyQueen'sU on February 10th, 2016 from 6 - 9:30 am.

Impact

All PeopleSoft finance and admin users who login through MyQueen'sU were affected.

Root Cause

On February 10th, 2016 at 6 am, one of the two single sign-on (SSO) instances failed. All SSO traffic except for PeopleSoft login traffic was correctly routed to the working instance. Users who clicked the PeopleSoft links in MyQueen'sU were sent to the failed instance, and received an error message. This was due to a misconfiguration of the PeopleSoft links in MyQueen'sU and incorrect logic in the system that balances traffic between the two SSO instances.

Resolution

Two changes were made to resolve the issue:

1. MyQueen'sU was updated to display the correct link to on-campus PeopleSoft users
2. The failover logic used to balance traffic between the two single sign-on instances was updated to prevent this issue from occurring again

ITSP Communications (External)

A notice was posted to the ITS Notification Tool.

Action Items

The two issues identified in the "Resolution" section have been resolved.