

## Incident Report - February 29<sup>th</sup>, 2016

Incident #2016-135

*TRAQ Romeo Outage*

### Summary

Incorrectly performing a manual copy of a database from backup caused the production database for Romeo Researcher to be overwritten. The system had to be restored and during a window of 40 minutes some data or actions performed in the application were lost.

### Impact

The TRAQ team and researchers around campus were affected by this outage. The system was unavailable for 40 minutes and some work that occurred during that time had to be resubmitted. Time had to be spent identifying people who may have been in the system, contacting them and having them resubmit work.

### Root Cause

Improper use of a TSM restore command.

### Resolution

The database was taken offline and restored from a copy made just prior to the incident.

### Communications (Internal)

ITS, the TRAQ team and the Vendor were consulted during and after the incident to determine the impact.

### ITSP Communication (External)

A notice was posted through the ITS Notification Tool.

### Lessons Learned

Restore commands should be tested on a test database before they are executed on the live production database to ensure they are accurate. Also the impact could have been reduced by shutting down the application server so no other actions could be performed in the system.