

Incident Report - April 29th, 2015

Incident #2015-75

Summary

On April 29, 2015 and on May 4, 2015 the Infrastructure Operations team was notified by the ITS Support Centre about issues logging into Moodle. ITS monitoring systems (SerMon) also reported issues logging into Moodle at the same time. The issue lasted about 1 hour between 11:15 am to 12:15 pm on April 29 and between 2:37 pm and 2:50 pm on May 4.

Impact

During these outages faculty, staff and students could not access Moodle. Users would have been presented an error from Moodle about a missing table in the database (April 29) or unable to connect (May 4).

Root Cause

While working on the future 2015-16 instance of Moodle some manual database commands needed to be issued during the set up. Due to human error, these commands were inadvertently run on the current production 2014-15 instance of Moodle causing the April 29 outage. In the repairing of the issue, the disk space on the server was reduced to a state that caused the outage on the 4th of May.

Resolution

On April 29, ITS was able to use the nightly database backups from 3:30am that morning to restore the deleted table and on May 4th the extra files that were put on the server for the restoration were deleted.

Communications (Internal)

Members of the Infrastructure Operations team coordinated communication with the ITS Support Centre. The Infrastructure Operations team also contacted members of the Moodle Support team and Web Services team to inform them of the situation.

ITSP Communication (External)

Infrastructure Operations posted the outages to the notification section of the ITS webpage which also sent out an email to ITSNOTICE-L that Moodle was not responding and ITS was investigating at 11:23 am. The notice was updated by 12:31 pm indicating that service had been restored. On May 4th a notice was published explaining the issue.

Lessons Learned

- Verify which database server commands are being run on.
- Process created for restoring a Single table from the full database restore.

Action Items

- Modify database privileges so that the revoke 'drop table' command does not work from production systems without manually overriding the setting.