

Incident Report - August 12th, 2015

Incident #2015-90

Network Outage

Summary

A loss of power to a power bar in Dupuis Rack 21 caused a brief loss of network services within the Dupuis Hall Datacentre.

Impact

A number of services were offline:

- EServices
- QShare
- cs853pre.ps
- fn92pre.ps
- dns02-prd.mg
- dns03-prd.mg
- Webapp
- NetID Web 1
- NetID Web 2
- NetID Admin Web 2
- Events calendar
- Web
- IMAP mail access
- LDAP3
- QCAT web
- SMTP mail end
- Moodle 2015-16 login
- ODB-Legacy
- PeopleSoft Finance
- Shibboleth IDP External

Root Cause

An externally contracted cleaning crew was working to clean under the raised floor. They dislodged one 120V circuit. The equipment in the rack was not properly connected to provide electrical circuit level redundancy.

Resolution

The circuit was immediately reconnected and after the firewalls and network switches powered up, service was restored.

ITS Communications (External)

An ITS Notice was posted after the event occurred as it was a brief outage.

Lessons Learned

- An audit of the equipment showed that not all devices were connected for electrical redundancy. This has been corrected. There needs to be an increased level of scrutiny when systems are deployed to ensure proper redundancy is achieved.
- Labeling of power cables should be standardized.
- Staff deploying equipment should have training on power connections standards.
- CMDB records for power interfaces in the Dupuis Data Centre should be audited and updated for accuracy.