

Incident Report - October 2015

Incident #2015-110

IDM Email Provisioning Failure

Summary

A reboot of the IDM Windows Connector server caused an unexpected upgrade of the Windows Powershell language. The scripts to provision email service failed in such a way that the mailbox appeared to be provisioned, but not registered with the On-Premise Exchange.

Impact

Exchange email accounts provisioned between October 21 and October 28 2015 were affected. With the partial failure of the email provisioning scripts, external mail sent to these mailboxes failed. Mail was held in the Exchange queue for two days but since the incident timeframe was seven days, non-deliverable reports were sent to senders and mail was not delivered to the Queen's mailbox.

Root Cause

An unexpected Powershell upgrade from version 2.0 to version 3.0 introduced an incompatibility with the current provisioning scripts.

Resolution

Email provisioning scripts were split in order to allow compatibility with Powershell 3.0.

Communications (Internal)

IDM team and IOPS Exchange team worked together to determine the cause and find a solution.

ITSPP Communications (External)

A notice was posted using the Notification Tool when the issue was discovered. Once all accounts were fixed and mail was delivered, the notice was updated.

Lessons Learned

Powershell upgrades have been marked as "by request only".