

Incident Report Fast Reporting - June 2015

Incident #2015-84

Summary

TRAQ Millennium Fast became unresponsive on June 13, 2015, June 14, 2015 and on June 27, 2015 and paged the on-call pager. IT Services (ITS) responded on June 13, 2015, checked the application and it seemed to respond correctly but continued to have issues. At the time of the incident ITS staff didn't have access to the Fast application and the system remained unresponsive for nine hours. When a reboot was done it corrected the issue and the application server was responsive. A reboot was performed for the incidents on June 14 and June 27, resulting in a 30 min outage for each incident.

Impact

During these outages, users of the reporting system could not access any reports or data. Users would have been presented with the following error "Cannot connect to FAST DB. Timeout expired. The timeout period elapsed prior to obtaining a connection from the pool. This may have occurred because all pooled connections were in use and max pool size was reached."

Root Cause

ITS has been working with the vendor and at this time there still is no solution as to why these outages are occurring.

Resolution

At this time ITS on-call staff know to reboot the server if it becomes unresponsive until a solution is found.

Communications (Internal)

ITS has been working with the service owner as well as the vendor to come up with a solution to the problem.

ITSP Communication (External)

This document was published on the ITS website.

Lessons Learned

- ITS needs a contact in the application owners department to verify that the application is working as ITS does not have access to the application to test it.
- A process has been created to notify the owner when the system goes down.

Action Items

- Working with application owner and vendor to find a solution to the problem.