

Incident Report - July 15th, 2015

Incident #2015-87

PeopleSoft performance issues during registration on July 15th, 2015

Summary

On Wednesday July 15, 2015 at 11:15 am PeopleSoft experienced greater than normal loads due to student registration. As a result, some students may have been unable to log in to PeopleSoft, and/or were logged out of the system and had to log in again. Additional PeopleSoft application servers were provisioned and adequate resources were available by 12:25 pm.

Impact

Some users had to try multiple times to log on, or in some cases, users were disconnected and forced to reconnect. Many users would not have experienced any issue during this time period.

Root Cause

PeopleSoft app server settings were under-resourced for the higher than expected traffic that was experienced.

Resolution

PeopleSoft servers were reconfigured from 10 App servers per node to 20 to handle added traffic. This required rebooting both servers one at a time.

Communications (Internal)

None (see Lessons Learned).

ITSP Communication (External)

None (see Lessons Learned).

Lessons Learned

- ITS Middleware PSAdmin team need to work with OUR and other PS teams to identify changes in registration processes and the impact they have on the system. This should be done every year as the registration process often changes each year. Changes in process can have an impact on load and resourcing requirements of the system.
- Load test the system based on yearly registration requirements prior to the registration process.
- Better educate staff on proper communications, notification and escalation procedures for production service issues.
- Document high load events to be able to better predict system resource requirements in the future.