

## Incident Report - August 27<sup>th</sup>, 2015

### Incident #2015-101

#### Summary

On August 27<sup>th</sup>, 2015 at 12:00 pm a domain name server (DNS) in our production datacentre was accidentally turned off. This caused a widespread outage of our enterprise services during the lunch hour. After investigation the services were fully restored by 1:15 pm.

#### Impact

All production enterprise services were affected. They were either inaccessible or sluggish.

These services included, but were not limited to, SOLUS, PeopleSoft Finance and Human Resources, MyQueensU, the Queen's University website ([www.queensu.ca](http://www.queensu.ca)), Moodle and Single Sign-on.

#### Root Cause

An administrator intended to shut down a virtual machine running DNS on a test system but accidentally selected a production system. Due to a failure in our load balancing configuration, the secondary DNS service was not accessible.

#### Resolution

The virtual server was turned back on. The load balancing configuration was also corrected to ensure that a single DNS server failure would no longer cause widespread outages.

#### Communications (Internal)

A small team of ITS Admins assembled to determine root cause of the issue.

#### ITSP Communication (External)

A notice was posted after the event at 1:49 pm.

*"IT Services experienced multiple service interruptions today between 12:00pm and 1:15pm. It was determined the outage was caused by a non-functioning DNS server.*

*The problem has been fixed and a solution for the root cause is being put in place."*

#### Lessons Learned

- More diligence is required when shutting down virtual machines
- DNS load balancing must be considered high priority