

Incident Report - April 6th, 2017

Incident #2017-202

Portal Outage

Summary

On Thursday, April 6, from approximately 6:00 pm to 11:45 pm, the My.QueensU Portal service became unavailable to some users.

Impact

The My.QueensU Portal is hosted on two servers. One of the servers entered an error state, causing some users attempting to access this server being denied access to the portal.

Root Cause

One of the My.QueensU Portal servers had an error. The Load Balancer, which directs traffic to the two Portal servers, was still directing users to the server in the error state. This resulted in no access for these users.

Resolution

The Portal service was restarted on the server with an error, and the Load Balancer configuration was updated to correctly direct traffic in the event a server becomes unavailable.

Communications (Internal)

Internal monitors went off, and ITS Middleware responded by restarting the service.

ITSP Communication (External)

An ITS notification was issued that let users know that issues regarding logging into the My.QueensU Portal were resolved.

Lessons Learned

ITS Middleware will ensure that the service is monitored more exhaustively in order to capture and resolve any further issues.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Action Items

The Portal team is looking into a fix for the service issues; ITS Middleware has modified the Load Balancer to properly direct traffic to a functioning server should there be any issues with the others.

