

Incident Report - Friday, May 26th, 2017

Incident #2017-207

Web App Partial Service Outage

Summary

From Friday, May 26th, 2017 at 4:30pm, until Monday, May 29th at 8:30am, a number of sites hosted on the production Webapp (Unix Shared Application Server) Service (<https://webapp.queensu.ca>) became unavailable due to a configuration error.

Impact

Of the 74 paths on the production Webapp environment, 24 route to the Application Server. This is where this issue occurred and rendered these paths unavailable.

Because the issue occurred outside of business hours, there was minimal impact to staff and faculty. There were no IT Support Centre issues created regarding this partial service interruption.

Root Cause

When a new user account was created on the server, its port assignment conflicted with an existing account. This effectively put the webserver into an error state, which made content unavailable.

Resolution

The port assignment of the offending account was changed, and the webserver restarted.

Communications (Internal)

Our cloud monitoring service revealed the issue on the morning of Monday, May 29. After this discovery, the ITS Middleware team quickly resolved the issue.

ITSPP Communications (External)

A notification was created on the morning of Monday, May 29 using the ITS Notification Tool indicating the duration of the incident and that it had been resolved.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Lessons Learned

Minimize or postpone any non-essential changes on Fridays, especially at the end of the workday. If necessary, triple-check the service functionality & associated monitors.

Action Items

- The WebApp account creation procedure has been modified to ensure that no port conflicts exist before restarting the service.
- A wiki page has been created, detailing the port assignments in the development and production Webapp environments, such that available ports can be confirmed ahead of account creation.

