

Degraded Service Event

Event Period: 10/24/09 09:00 EST – 10/24/09 10:30 EST
System(s) Affected: Operations/Partner Test/Testbed
Product(s) Affected: WIST

Executive Summary:

All instances of WIST experienced a 90 minute outage on the morning of Saturday 10/24/09 from 9:00am EST to 10:30 EST. There were no other system impacts. The outage was promptly detected and reported to the ECHO Operations, DBA, and SA teams. The cause of the outage was self-correcting and has not been determined after investigation. There does not appear to have been any unexpected activities on the WIST host during that time, but it is noted that routine processes took longer to process than normal. ECHO has decided that these long running processes were a symptom of a system issue instead of the actual cause.

Detailed Summary:

In addition to the summary above, it can be noted that the WIST host routinely runs an rsync process backing up the WIST session directories and a session directory cleanup script. These processes run daily, and do not have any adverse affects during normal operation. Although these processes were running during the outage, they do not appear to be the cause.

Timeline:

- 9:00 EST – ECHO System Monitoring began reporting WIST unavailability
- 9:20 EST – ECHO System Monitoring escalated outage notifications to alert email/phone/pager contacts.
- 9:45 EST – ECHO Status Messages sent to notify ECHO partners and users of WIST outage
- 10:30 EST – WIST availability restored.
- 13:15 EST - ECHO Status Message sent to notify ECHO partners and users of WIST availability.

Associated Tickets/NCRs:

- ECHO_SA_TTs – None
- ECHO_TTs – 12001125 – WIST Outage 10/24/09
- ECHO_NCRs – 11004774 – Escalated Ticket containing details

Future Mitigation:

Due to fact that a cause was not determined, ECHO is unable to take a direct course of action to mitigate further outages. ECHO will continue to monitor the WIST host and will perform additional analysis if this type of outage occurs in the future.