



Incident Report #20170118 Reported by: Marcos Rocha Incident Manager: Mariya Pak	Incident Date: Jan 18, 9:19 am PST Report Date: Jan 18, 12:03 pm PST
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Outage Incident Report

Summary

- Cloud PRO cluster went down for 20 minutes causing all clients' sites on it to be unavailable
- Server was overloaded by a large number of cron jobs not executing and stacking the queue
- The issue got resolved by killing the stuck cron jobs and restarting the server

Timeline

- at 9:19 AM PST Cloud PRO cluster became unavailable
- At 9:39 AM PST all sites came back to normal

Statistical evaluations

Number of Incidents	Recovery/Resolution time	Impact on Uptime SLA
1	15 min	20 min downtime

Resolution and recovery

- Applied resolution strategy: check the servers in the Cloud Pro cluster for CPU, memory, load and disk I/O performance
- Identified the queue of cron jobs overloading server capacity
- Terminated the cron jobs and restarted the server
- The CPU, load, memory and disk I/O returned to normal

Corrective and Preventative Measures

- Limit the number of sites on the cluster to minimize the risk of piled up unexecuted jobs