

Incident Report #20170118
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Incident Date: Jan 31, 8:05 am PST
Report Date: Feb 1, 9:50 am PST

Outage Incident Report

Summary

- Cloud PRO cluster went down for 10 minutes causing all clients' sites on it to be unavailable
- Server was overloaded by a large number of simultaneous logins from a few sites
- Server's number of php processes was reduced to avoid overcrowdedness

Timeline

- at 8:05 AM PST Cloud PRO cluster became unavailable
- At 8:15 AM PST all sites came back to normal

Statistical evaluations

Number of Incidents	Recovery/Resolution time	Impact on Uptime SLA
1	10 min	10 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 simultaneous logins overloading server RAM
- Limited the number of PHP processes running simultaneously to avoid high spikes of load
- The sites came back up

Corrective and Preventative Measures

- Keep the reduced number of PHP processes running simultaneously in order to queue them instead of allowing all at once
- The impact may be slower response times during peak usage in order to handle the load, however connection will be maintained
- Move out a few clients from the cluster and have many smaller clusters