

Incident Report #20170224
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Incident Date: Feb 24, 2017 PST
Report Date: Mar 6, 2017 PST

Outage

Incident Report

Summary

- An individual site procedure on Shared Server Environment, enrolling thousands of users, caused performance issues.
 - Scheduled Task was unable to complete within allotted time before a second enrollment process was triggered.
 - A backlog of processes were built up over time
- Issue started on Thursday, Feb 23 at 6:00PM PST
 - Site time response impacted
 - Site accessibility impacted
- Sites were moved to a new infrastructure located on AWS Canada

Timeline

- Thursday, Feb 23 at 6:00PM PST
 - Mistaken procedure on single LMS, enrolling thousands of users
 - Process unable able to complete and blocked other processes from completing
- Friday, Feb 24 at 0:00AM PST
 - Infrastructure issue on Softlayer, that causes problem with network connectivity
 - Disk IO on the database instance reached 100% causing slow responses resulting in bigger time response of sites
- Sunday, Feb 26 at 6:00PM PST
 - Site's time response reached levels to trigger warnings
- Monday, Feb 27 at 10:00AM PST
 - Starting moving clients to new infrastructure in AWS Canada
- Tuesday, Feb 28 at 07:00AM PST
 - Finished moving clients to new infrastructure in AWS Canada



Resolution and recovery

- Enrollment Scheduled Task on identified LMS was corrected to default scheduled time.
- All sites were moved to new infrastructure located on AWS Canada
- All data were moved without any data loss