



Incident Report #20171213  
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Incident Manager: Sam McCullough

Incident Date: Dec. 13, 2017 2:22PM PST  
Report Date: Dec. 13, 2017 4:06PM PST

# ***Outage Incident Report***

## **Summary**

Lambda Solutions' Shared Cloud-Professional cluster experienced an outage at 2:22PM PST on December 13, 2017. The outage lasted for seven minutes until 2:29PM PST.

During the outage users would have experienced a 500 error or comparable browser error.

## **Timeline**

All times below are listed in Pacific Standard Time.

- 2:22PM - Lambda's warning software Pingdom reports outage of single site on Cloud-Pro
- 2:24PM - Additional sites are listed as offline by Pingdom
- 2:25PM - Support begins to send messages to affected clients
- 2:26PM - System Operations reboots management unit of hosting environment
- 2:27PM - Sites come back online
- 2:28PM - Client messages are complete
- 2:29PM - All sites back online, outage complete

## **Statistical evaluations**

<b>Number of Incidents</b>	<b>Recovery/Resolution time</b>	<b>Impact on Uptime SLA</b>
1	7 minutes	7 mins



## **Resolution and recovery**

System Operations restarted the management unit responsible for running the hosting environment. Once the restart was completed, sites began to come online.

The cause of the outage was related to a network error within Amazon Web Services. The management unit and surrounding infrastructure were unable to communicate with each other. The restart was able to re-establish the connection between all components of the infrastructure.

## **Corrective and Preventative Measures**

Being to scheduled site migrations out of this hosting instance. Cloud-Pro is a legacy instance that Lambda is looking to decommission. The Operations team has built newer more capable hosting environments that all Cloud-Professional clients within Lambda are moving to.