

Blackboard

Purpose: - Blackboard recognizes the critical nature of the services we provide to our customers, and the wide impact of service incidents. The goal of this document is to provide transparency around the events leading up to a service incident, the root cause, reparative actions, and preventative actions.

Cloud Services Incident Report	
Incident Summary	
Incident Report Date:	09/15/2020
Incident Date:	09/11/2020 – 09/12/2020
Incident Ticket Number:	MIM0009059
Affected Customers:	Collaborate Ultra customers served from our US deployment
Services Affected Start Date & Time:	09/11/2020 12:28 PM EDT
Services Affected Stop Date & Time:	09/12/2020 10:00 AM EDT
Service Impact:	Users hosted on one session server were disconnected repeatedly from sessions
Incident Status:	Resolved

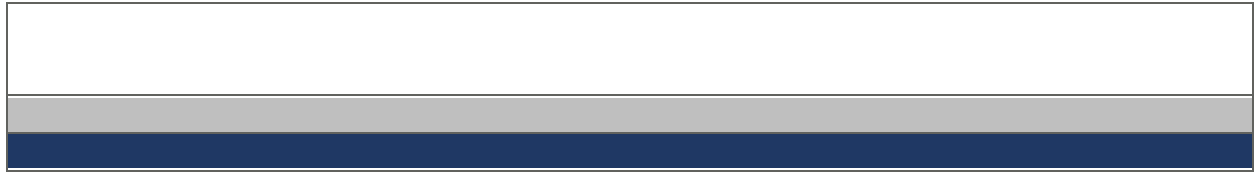
Incident Details		
Time		Incident Description
UTC	EST	
6:28PM	12:28 PM	One Saturn server began behaving erratically, resulting in mass disconnections for some sessions
10:28PM	6:28 PM	SRE received request to pull the affected Saturn server out of service.
10:45PM	6:45 PM	Saturn was removed from service
9/12 1:58PM	9/12 9:58 AM	Request was made to pull the same Saturn server out of service
2:08PM	10:08 AM	Saturn was removed from service
Incident Root Cause		
The Saturn server began behaving erratically, but did not fail health checks. As a result, no pages were generated for the on-call engineer. The server was added back into rotation without being rebooted, which caused the erratic behavior to repeat. After the server was pulled out of service the second time, it was rebooted and returned to service under close observation. No further issues were noted on this session server.		
Incident Resolution		
Rebooting the server resolved the issue.		
Recommended or Preventive Action		
<ul style="list-style-type: none">The metrics which showed the server's erratic behavior have been integrated with our on-call paging utility. Response to similar issues going forward will be more expedient. Research continues into the root cause of the erratic behavior.		

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Sept 15, 2020

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