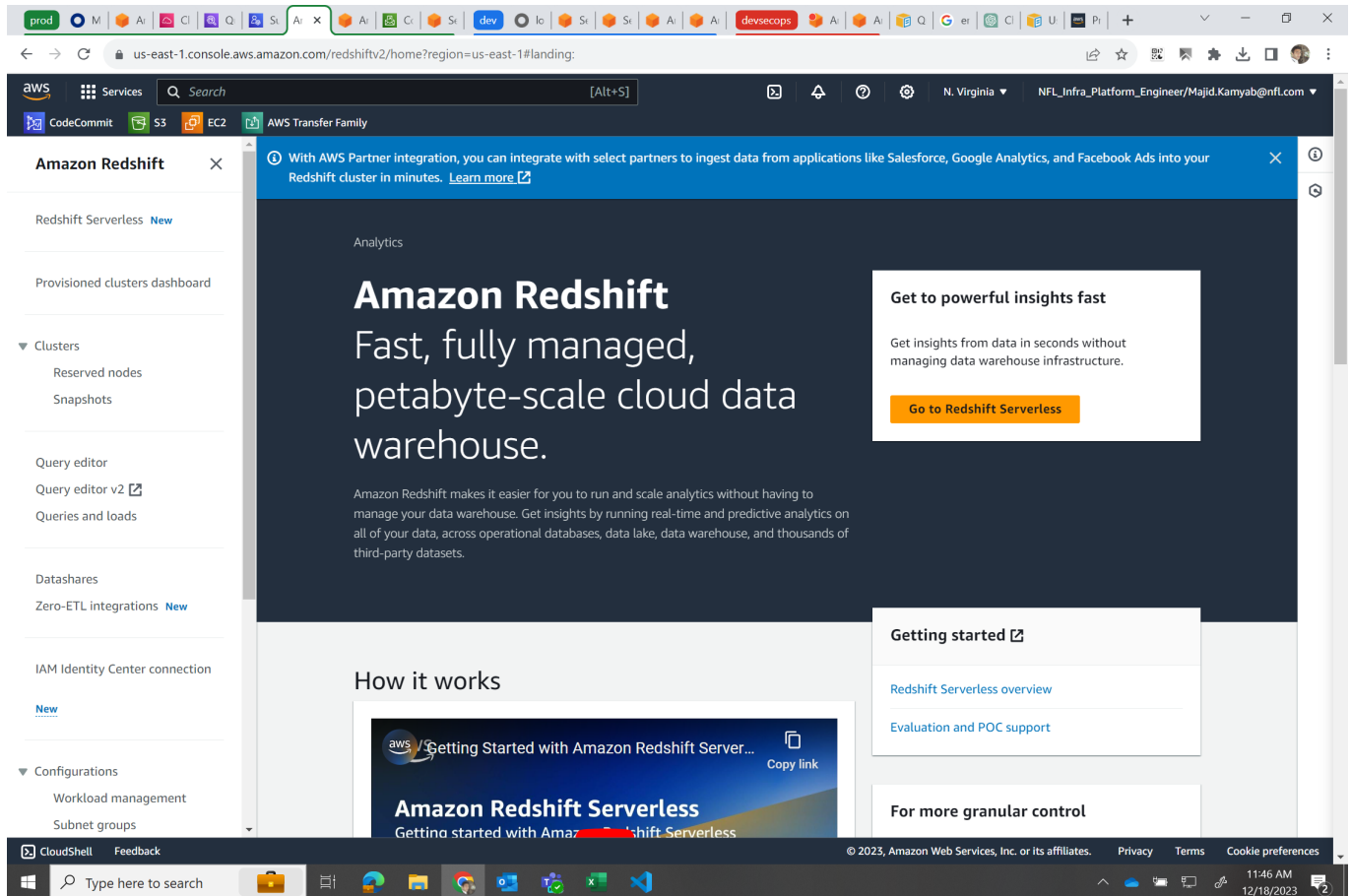# Redshift Resume Runbook

Try checking the status from console

You would receive a notification from SNS about redshift instance not being able to be resumed. sign in to `nfl-data-bi` (account number= `574179717609`) , Go to redshift in the console in AWS console.

click on `clusters`, in case you couldnt see the clusters, click on Amazon redshift at the top to change from Amazon Redshift Serverless to Amazon Redshift. After you clicked on clusters, check the status of `nfl-dw-data-worker`,

if it is available then it is ok otherwise wait for 10 minutes and if it is still not `available` then try pausing and resuming the cluster.
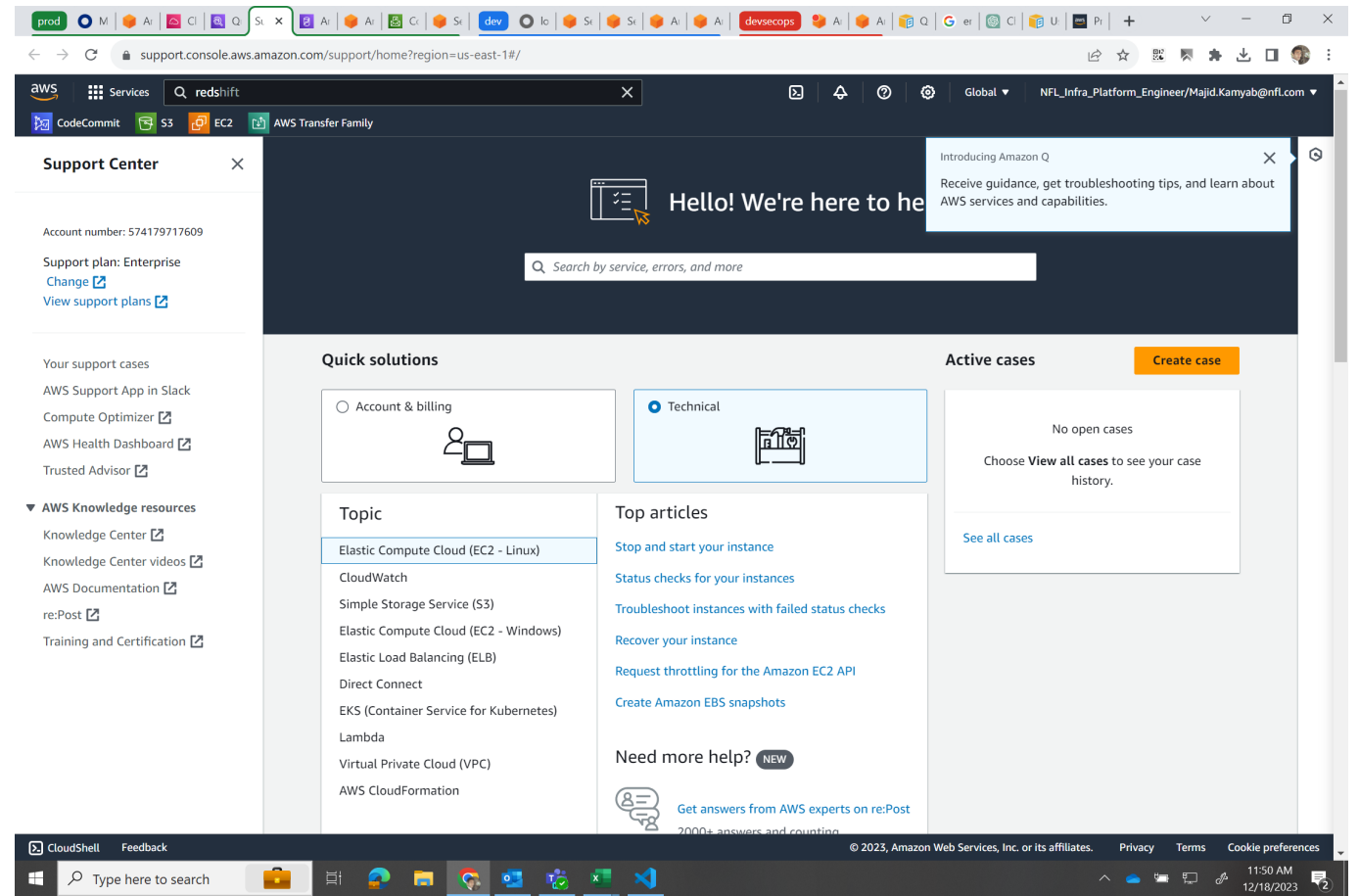
Filing a support ticket

Reach out to saketha.suddapalli@nfl.com, majid.kamyab@nfl.com and joseph.steinke@nfl.com to file a support ticket for AWS as follows: Go to `Support Center`, and create a case:
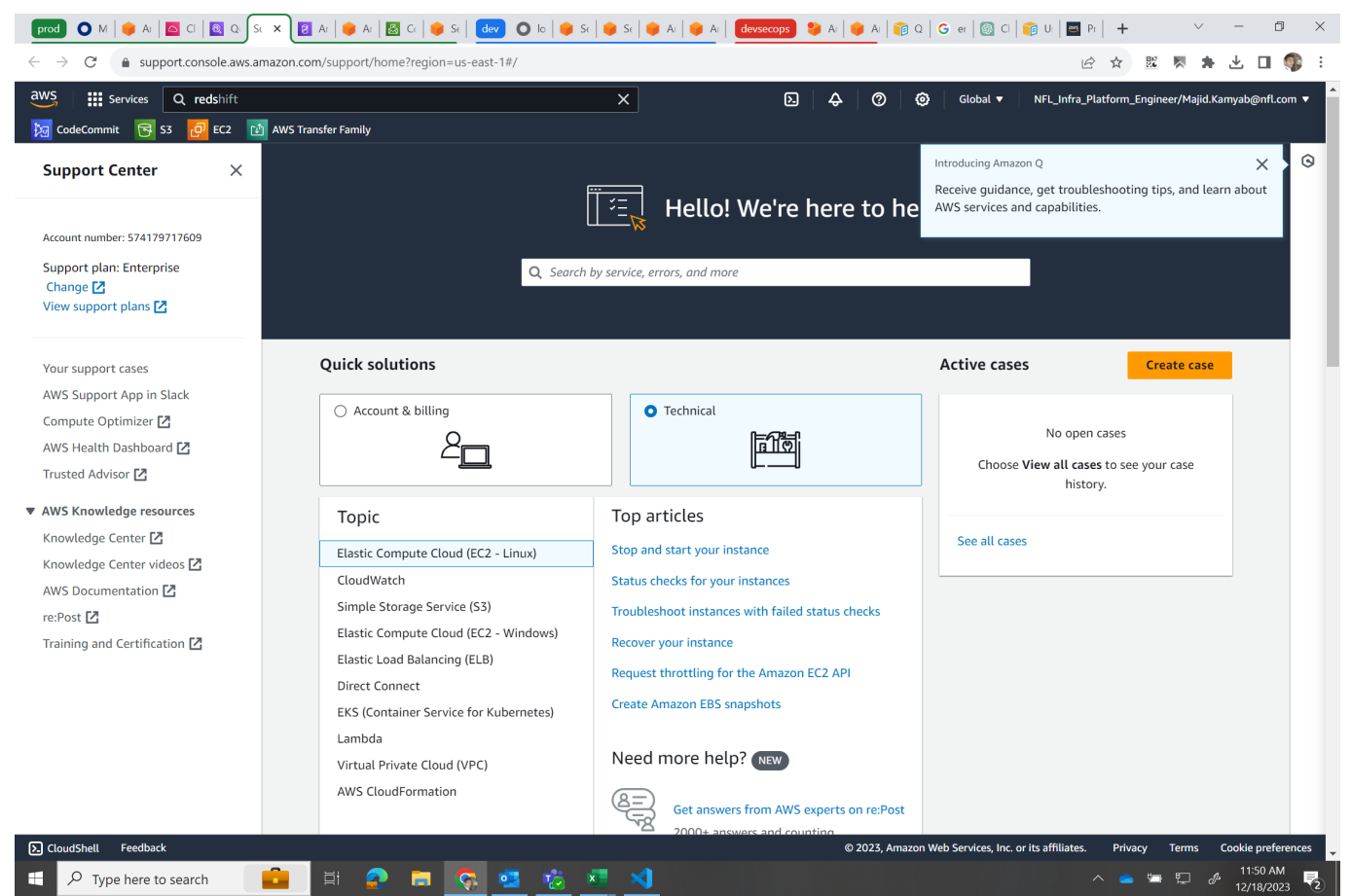
click on `technical` and fill as below and click on `Next step: Additional information`:

in the `additional information` page fill as below: **Subject**:

Redshift cluster not resuming as part of schedule

Description:

The scheduled resumption of the Redshift cluster is not occurring as planned. Attempts to manually resume the cluster have also been unsuccessful.

Cluster Name/Region or Cluster ARN - recommended:

nfl-dw-data-worker us-east-1

Timeframe in UTC of start of the issue - recommended:

fill as required