Unplanned Outage Debrief

System: NAXT Production

Date: 16/05/2021

Start of Outage: 1:20 am

End of Outage: 10:40 am

People that were involved in outage: Steph Lister, SQL Services, Blair Doherty, Matt Williams, Bradley Harrison

Summary: After patching on SQL Servers Cluster services did not come back up, which meant AOS services could not start, the cluster services needed to be started again before the AOS services could come back up.

Solution: Cluster services needed to be turned back on before AOS’s could start up.

Communications that went out: 9:38am first outage email, 10:40 resolution email

Blair decided that TXT alert not required as most people would not be using NAXT so did not need their day interrupted, if they were working, they would most likely have their emails open. At the time 3 people were trying to get in to NAXT.

Timeline:

1:20 am SQL server shut down, looks to be due to patching.

5:20 am SQL called Terra IT On call (Steph Lister) and said servers were in maintenance until 5 am due to automated patching but have not appeared to come online. Only servers mentioned were CCLAXPRD and CCLAKLAXPRD1. Waited until around 6 am to see if patching had taken longer for these servers. Unable to ping or remote onto CCLAXPRD

6:00 am CCLAKLAXPRD1 was online and able to be access remotely through computer management. Steph called SQL they were still unable to see both so checked services running on CCLAKLAXPRD1.

6:30 Steph texted Blair to get him to advise if a job needed to be logged with CCL or if he could look at the issue.

8:00 Blair answered txt and called Steph, at this point we realized production was not online and the service would not start on any AOS server, Blair and Steph continued troubleshooting steps.

9am Blair contacted Matt about the AOS’s not starting, Matt was going to investigate it once he got access to a computer.

9:22 am Blair started cluster service on CCLAKLAXPRD1.

9:30 am Steph sent out an Outage email advising NAXT Prod was unavailable.

-Steph called SQL to get them to investigate CCLAXPRD3 SQL server (PROD) going down and look at the logs.

9:51 am Blair txtd Bradley advising the issue with NAXT and if he would be able to test PCC was working once, we resolved the NAXT outage.

10:25 am Matt txtd Blair and saw that CCL Listen had started and AOSs were working, turned out when Blair started the cluster service at 9:22am he inadvertently got the right services working to fix the issue.

10:41 am Bradley advised NAXT was back up and he confirmed PCC was working as expected.

Learnings:

The importance of all the cluster services to be up for the CCLListen service to work, which is needed for the AOS’s to come back up.

Action Points:

Document about restarting Cluster Services and what servers it needs to be done on (there was confusion from what servers SQL Services were mentioning vs the actual Server names we use.)