

BCD-api-gateway-outage

Status: In Review

Overview

On Monday at 5pm we had an outage on our BCD api gateway external endpoint.

What Happened

ntp service stopped working which meant authentication tokens could no longer be trusted

Resolution

A yum update for ntp allowed the service startup again.

Root Causes

ntpd could not start due to a dependency on another package that was running a compiled version that was not installed on the server.

Impact

BCD API gateway endpoint was down due to the service on each bag server stopping at the same time.

What Went Well?

mean time to recover was quick due to monitoring and alerting quickly identifying the issue

What Didn't Go So Well?

Issue was caused by forcing yum updates over a short period to ensure we have a clean report for tenable for vulnerability scans. We should have waited for more time to test in lower environments before pushing to prod
Also we have monitors for ntp offset which should have notified us that ntp was failing for a period of time leading up to the clock going too far out of sync

Action Items

Monitors have also been updated in datadog to take advantage of a metric check around ntp offset. This should be more accurate than nagios.

OWNER OF REVIEW PROCESS

[TDL Operations](#)

IMPACT TIME

May 23 at 17:00 to May 23 at 17:30

DURATION

30m

*All times listed in this report are in Dublin.

