# Incident Report

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| Incident | <http://gsm.mmm.com/ITSM/Int_Detail.aspx?ID=SD2562501> |
| When | Dec 4, 2015 8:54 am |
| Severity | Outage |
| Duration | 2 hours 44 min |
| Description | Outage was first detect by a user at 8:54 am. Monitoring triggered an alert at 8:56 am. The Incident ticket was opened at 10:06 am.  One of the App tier machines was down (tfsprod01), while the second continued to be operational.  Once the account issues were identified, a change to a service account that was not affected was made to bring the ETFS PROD service back online.  TFS DEV, TFS QA, and TFS PROD were affected. |
| Resolution Time | 11:38 am |
| Root Cause | **From:** Andy Dinger  **Sent:** Friday, December 04, 2015 11:38 AM **To:** Carl Fassbender <[c2fassbender@mmm.com](mailto:c2fassbender@mmm.com)>; Scott Sitowski <[sesitowski@mmm.com](mailto:sesitowski@mmm.com)>; Everett Taylor <[etaylor@mmm.com](mailto:etaylor@mmm.com)>; Emily Gregerson <[engregerson@mmm.com](mailto:engregerson@mmm.com)> **Subject:** RE: NPSA Account Expiration from membership in both 90 day and 380 day groups  They have logon restrictions, so worst case would be 90/100 day bucket.  Just so everyone knows, these accounts had expiration dates applied (not password expiration, account expiration).  We don’t use account expiration, in any great frequency anyway.  I have un-expired them and they work fine now.  I’m going through and seeing when the attribute was set.  It if was further back than 90 days, I might be sol.  Regards,  cid:image006.gif@01D0A8CE.7C724FA0  **Andrew Dinger** | IT Security Supervisor **Information Technology** 3M Center, 583-03-01 | St. Paul, MN 55144-1000 | United States Office: +1 651 231 8638 | Mobile: +1 651 231 8638 [adinger@mmm.com](mailto:adinger@mmm.com) |

## Process Improvement Steps

From the incident investigation, these improvements have been identified.

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| **Step** | **Description** | **Timeframe** | **Lead** |
| Confirm all service accounts do not have an account expiration set | Have IT Security check all ETFS Service accounts for the account expiration attribute. Ensure the service accounts will not expire in the future. | 12/4/2015  Completed | Everett Taylor |