IRT - 03/05/2012

Monday, March 05, 2012

2:12 PM

3/5/12 3:08:41:164 - first unhealthy ping and start of 1st major contiguous outage

3/5/12 3:27:36:166 - end of the 1st major outage and begins intermittent outages

3/5/12 4:08:21:169 - begin the 2nd major outage

3/5/12 4:40:01:171 - end of second major outage

3/5/12 5:51:01:168 - last unhealthy ping

3/5/12 5:52:24:799 - QPC goes into store and forward mode

3/5/12 5:53:40:649 - QPC recovers from store and forward mode



**High traffic through port channel 31 is the most likely culprit for the unhealthy ping issue**

All server and backup traffic travels through Port-Channel 31 to the QPC and to the network attached storage device used to back up all of the databases on the enclosure.

On the morning of 3/5, the LET backup was much larger than usual and the NAS backup traffic maxed out the throughput of this port-channel during the backup.

**Temporary Countermeasure:**

Set AIXSTG2P as primary application server for stampstorage to reduce the impact of the LET NAS backup in the short term.

This change is to be rolled back once PCM is in place.

**Permanent Countermeasure:**

Create (a) VLAN(s) for backup traffic separate from application traffic

Create a port channel for backup traffic separate from application traffic

**Potential Theme:**

Architecture best practices: Create separate VLANs for backup, development and production traffic. This is in addition to separating backup traffic from application traffic, and should become Honda’s standard for production-critical applications.