Incident report

Failures after deployment updates 12-15 February 2019

Resume

VMWare updates were deployed in Switzerland (12 February 2019), Haarlem (13 February 2019) and Ede (14 and 15 February 2019). At some point there are ESXi hosts with network problems, which also interfere with customer machines. We remedy this by stopping / starting the network adapter. Detecting the cause has become a very sizeable job. During the analysis phase, several customers were affected by this malfunction.

After thorough analysis and in consultation with suppliers, it was decided to reverse the updates of the servers in Switzerland and Haarlem in phases. We have reversed this in 2 steps to minimize disturbance for the customer. Even though the platform in Ede did not have any direct problems, we decided to roll back the updates there too, so that situation is the same everywhere.

After rolling back te updates, the ESX-i hosts have had no network problems until now.

Details

12-2-2019 09:30h-18:00 Deploy updates on platform Zurich, Switzerland

13-2-2019 09:30h-17:30 Deploy updates on platform Haarlem

14-2-2019 09:30h-17:30 Deploy updates on platform Ede

15-2-2019 10:35 Because of (hardware) problems decided to discontinue the maintenance in Ede

16-02-2019 01:45 Disruption on platform Zurich, we see for the first time that network problems occur.

17-02-2019 en 18-02-2019 The problems mentioned occur on different hosts on the platforms in Switzerland and Haarlem. The problem for the customer is always solved. Vendors are contacted for the investigation of the cause.

18-2-2019 11:00 In consultation with suppliers, we think we have found the cause. Cause is located in the settings of the network switches.

18-2-2019 11:00-15:00 Switches are provided with new settings, which should solve the problem. Unfortunately this is not the case.

18-2-2019 15:30 Problem occurs again. Suppliers are contacted again.

19-2-2019 14:00 Cause can be the firmware update of DELL / INTEL.

19-2-2019 15:00 We start rolling back firmware updates on platforms Haarlem and Switzerland.

20-2-2019 22:00 Process completed, problem comes back again after a few hours.

20-2-2019 17:30 VMWare updates in Haarlem and Switzerland are also being rolled back.

25-2-2019 All systems in Switzerland and Haarlem function again as desired. The problem has not re-occurred.

28-2-2019 Updates in Ede have been rolled back, one host excluded.

No more problems detected
We keep an eye on it, the incident is closed.

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Analyse

Before we deploy updates we check carefully if any issues are known about it. This was also done this time. Nevertheless, we are going to see whether we can optimize this process more.

Resolving the incident took (too) long. We will consult with our suppliers where we can save time in the future. Within Site4U, our incident and escalation procedures will be further improved in order to be able to act even faster in the future.

We are also going to tighten up the monitoring of the platforms.

Contact

If you have any further questions regarding this RFO, please contact our service desk via +31-85-3030990 or support@site4u.nl

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