

Incident Report (Reason For Outage)

Disruptions after switch failure 29 October 2019

Summary

Tuesday, October 29, 9 AM., a switch failed. Initially this did not lead to malfunctions. The repair was started in the afternoon, in consultation with the hardware supplier. The switch crashed during the repair work. As a result, VMWare platformV2 was no longer functioning properly. It has been decided to install a new switch in the network on site. After it started running, the network was accessible again. After this many Linux servers had problems. The entire team started working on repair work, which was completed around 8 PM.

Details

29-10-2019

09:00 Outage switch VDX-01.

10:00 as a precaution, a backup switch is configured. Due to the expectation that redundancy of our network will be sufficient, the repair work will be scheduled as soon as our supplier is available for support.

13:20 Start restoration work switch in datacenter.

13:50 Supplier of switch assists in repair work.

14:04 Switch crashes and reboots itself, after reboot it turns out the internal database of the switch is corrupt. Network is no longer functioning properly.

14:04 Virtual machines in VMware platformV2 are no longer reachable, Virtual machines in VMware platformV3 do not exhibit any problems.

14:06 Incident message has been put on the website status.site4u.nl.

15:00 Extra Engineer sent to Bit, 2 engineers working from office and 2 engineers working on location.

15:04 Switch seems repaired and is starts to run again.

15:06 Switch is out again.

15:08 Decision to replace switch per direct.

16:00 Switch replaced and is included in network. The hardware supplier is assisting.

16:30 Network connection is recovering and Network is accessible again.

16:31 Many Linux servers have fallen into read only status, which makes them functioning inadequately.

16:32 Repair work is started.

17:00 Monitoring services and VMware are fully recovered.

19:45 The last customer virtual server displays OK.

After 19:45 no more problems were detected..

The status site has been updated several times during the process above.

30-10-2019

9:00 Thorough evaluation of the incident and identification of required improvement actions.



Analysis

All systems of Site4U are redundant. It has been found that the Redundancy of platform V2 does not work as it is intended. The failure of a switch can still cause failure of individual machines on platform V2. On platform V3 the same scenario has already been extensively tested; the redundancy does meet our requirements on V3. The migration to platform V3 has already started in the course of this year, and consists of two parts:

1. Migration of all Virtual Machines to platform V3
2. The application of Virtual networking to further increase the safety of individual customers.

Due to the high complexity of the second step, the total migration has not yet been completed for all customers.

To minimize the likelihood of repeating problems in platform V2, we have adapted our migration plan. We will now first migrate all machines to platform V3 and then proceed with the application of the virtual networking. During the transition, all necessary hardware is reprovisioned according to our stringent requirements for platform V3. The renewed migration to platform V3 is currently being extensively tested and will happen without downtime for customers.

Contact

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

