



Incident Report

Sharedband AS1 Service outage 3rd Dec 2017

Executive Summary

On the 3rd December at 19:30, Sharedband experienced an outage on Aggregation Service1 (AS1).

The outage was not detected by Sharedband's monitoring systems and service was restored at 09:00 on the 4th December.

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Incident Details

On the 3rd December at 19:30, Sharedband experienced an outage on Aggregation Service1 (AS1). Sharedband's monitoring did not detect the outage and service was restored at 09:00 on the 4th December when engineers saw that there was no throughput on the service.

Root Cause Analysis

Investigation into this outage has revealed that the Aggregation Server hardware crashed due to system logs filling up the root partition. As standard practice, disk partitions are monitored and alerted upon when they reach 85%. However, on the evening of the 30th, AS1 was migrated from its original server to a standby server as part of proactive maintenance as our monitoring had detected a potential hard disk problem. The standby hardware unfortunately had monitoring disabled on it and this was not checked.

Mitigation

Sharedband engineers have checked all active and standby hardware to ensure that monitoring and alerting are enabled.