EasyHTTP – Level3 – Goswell Road

Major Incident Report

Owner: Incident Management

Call Reference(s):	
Customer(s) affected:	Customers hosted on EasyHTTP Server 1
MI Manager:	Adam Clark
Technical Lead(s):	Adam Clark
Start Time/Date:	08/10/2013 22:05	**End Time/Date:**	08/10/2013 22:55

Timeline of events, contacts, and updates

Please provide an active timeline of the activity, updates and the outcome:

08/10/2013 22:07: Network monitoring advised engineers that our Goswell Road (LON 1) EasyHTTP Server 1 had lost service.

08/10/2013 22:08: Engineers still on call as they where investigating the previous SMTP / DNS fault.

08/10/2013 22:10: Server was rebooted via iLO interface as we suspected the server may have BSOD following the review of the server logs.

08/10/2013 22:12: Server was still not responding so a full hard reset was preformed via the iLO interface and confirmed.

08/10/2013 22:15: Server was still not responding. The iLO interface required an additional KVM licence from HP in order to take remote session control.

08/10/2013 22:20: A new licence was obtained and installed on the server via iLO

08/10/2013 22:24: The server was found to be at the Login prompt however was not responding.

08/10/2013 22:26: Another final reboot was requested via the iLO interface.

08/10/2013 22:30: Server returned to login prompt and was responding to key strokes however was failing to login.

08/10/2013 22:45: After 15 minutes we found that certain character sets where not being sent over JAVA (KMV platform) Other means where then used to login to the server and a bug report sent to HP.

08/10/2013 22:50: Upon login the network interface was in a disabled state. This was re-enabled.

08/10/2013 22:55: Server and services responding as normal.

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Immediate effect

Please provide an on-going overview of the impact to customer/s and service/s:

There is no on-going impact anticipated.

Root Cause Analysis

Please confirm the post-incident technical review:

We are unable to obtain at this moment in time while a review of the windows log files caused the network card to enter a disabled state. We can confirm the review of the initial log files did result in a blue screen of death due to a Kernel / Page file error. The logs remain under review.

Outstanding/Corrective Actions:

Please list any corrective actions, including any completion dates for relevant activities:

1. No further action is required, however a review is underway in respect to a hardware upgrade of EasyHTTP Server 1.