

Service Incident Report for Atlas file lost on 27th March 2013

Description

There were 55 files missing without tape archive by unexpected behavior in ASGC CASTOR instance.

Impact

55 Atlas MC production files lost permanently.

Analysis

After we discussed and investigated it with Castor team, that came out with a conclusion that those files were dropped by CASTOR tape migration failure. The root cause was tape medium error which caused CASTOR to make wrong decision about file status and then dropped files as CASTOR considered them as corrupted files although files were actually fine. This error seemed only happened to Taiwan IBM TS3500 library, CASTOR team immediately released a hotfix for ASGC after this issue was exposed.

Timeline

2013-03-26 11:00 UTC Atlas was suffering staging error to ASGC MCTAPE specetoken.

2013-03-26 12:00 UTC We noticed files were dropped by CASTOR and there were no tape archive.

2013-03-26 16:00 UTC Discussing this issue with CASTOR team and confirmed there was abnormal action to our tape library in CASTOR.

2013-03-27 00:00 UTC Confirmed and declared file loss to Atlas.

2013-03-28 13:00 UTC CASTOR team released a patch and applied it to ASGC CASTOR instance.

2013-03-28 14:00 UTC Confirmed that patch works for us.

Follow-up/Future plan

The CASTOR hot fix is now working fine, no more file loss by the same reason.