

Service Incident Report for the DC Unexpected Power Cut at ASGC on 24 September

Incident Start: 2010-09-24, 09:11:00 [UTC]

Incident End: 2010-09-24, 14:24:00 [UTC]

Description

- On 24 Sep. ASGC Data Center power broke down due to operation mistake of the power system maintenance vendor. Suppose the contractor was preparing the scheduled campus-wide power system maintenance on 26 Sep beforehand, the whole power of Data Centre was cut by manual mis-operation. Power generator was started without following the SOP which gave rise to none effective power available to the parallel control unit.

Impact

- All data transmission from/to Taiwan and all production and analysis jobs were also 100% failure because all files were unavailable during that period. 3D service is disrupted because Oracle ASM cannot be recovered

any more.

Time line of the incident

24-Sep 09:03 UTC - Vendor powered on generator manually by not following SOP.

24-Sep 09:06 UTC - Circuit breaker of Tai-Power line was turned off, power outage in data center.

24-Sep 09:29 UTC – Power system was restored but battery of UPS was running out, DB was shutdown abnormally. We started to recover services.

24-Sep 10:26 UTC – Error report of stream service was delivered to Taiwan.

24-Sep 10:37 UTC - Marcin Blaszczyk (CERN DB Team,

Marcin.Blaszczyk@cern.ch) contacted Taiwan for the 3D service status.

Marcin started to involve in DB recovery to investigate the problem and provided recovery solutions.

24-Sep 14:24 UTC – MSS services and computing services were recovered.

Still working on 3D problems.

30-Sep 09:04 UTC – Tried to migrate data to another new ASM instance but it did not work. Marcin suggested to replicate table space from another T1 and ask volunteer from other Tier-1 to restore & resynchronize new ASGC

replication.

30-Sep 09:35 UTC - Eter Pani (Database Administrator in RAL,

eter.pani@stfc.ac.uk) informed us that RAL can help to do replication and

involve in ASGC 3D DB recovery.

01-Oct 04:57 UTC ASGC new DB instance was ready. Till now we are still

working on this issue.

13-Oct 13:10 UTC Fetching DB backup from RAL Castor by FTS transfer, and

restore it.

14-Oct 14:26 UTC DB was recovered, but Atlas would like to have some

discussion about stream DB in ASGC, so we hold on the stream recovery.

Follow-up

- Finish the 3D DB recovery with help from other Tier-1.
- Discuss this issue during Atlas site visit on 17 Oct.