

# Service Incident Report for the ASGC DC

## Unexpected Power Outage on 21 May

Incident Start: 2011-05-21, 21:16:00 [UTC]

Incident End: 2011-05-23, 09:00:00 [UTC]

### Description

- On 21 May, ASGC Data Center experienced power failure due to the circuit breaker trip of the power substation in Academia Sinica. . Power cut happened at 21:16:00, the DC power generator was up and running at 21:16:26. DC power was recovered at 21:50:00. Besides networking, database and critical systems, ASGC services were all affected.

### Impact

- All WLCG services were brought back in five hours at around 03:00:00 on 22 May except FTS. Data transmission from/to Taiwan was interrupted and all jobs were failed. FTS problem was caused by data file corruption by the power cut.

## **Time line of the incident**

21-May 21:16 UTC - Power lost in data center. Many institutes of Academia

Sinica were affected by this event including ASGC Tier1 center.

21-May 21:17 UTC - Power generator operated, services power on, started to check and recover services.

21-May 21:50 UTC – Power was restored.

22-May 02:59 UTC – All WLCG services were recovered except LFC and FTS because of the problem in SAN switch.

22-May 08:40 UTC – Fixed SAN switch problem, started to recover LFC and FTS.

22-May 09:50 UTC – LFC was back, but FTS service was still not working because of one corrupted data file.

23-May 01:51 UTC - FTS DB problem was solved, and FTS service was reviewed and checked.

23-May 07:32 UTC - FTS was back. Transfer started.

23-May 09:00 UTC - Downtime ended, all ASGC services back online.

## **Follow-up**

Both the SAN switch and FTS DB should be protected by UPS, but the UPS also failed at the power outage. The problem UPS was in repair and all

critical systems are now relocated to some other UPS.