Incident report for ASGC 3D DB

Description
- Jun 29 3D DB stream wasn't startup properly after DB intervention.
- In order to complete Database weekly report deployment, ASGC 3D DB has to be restarted to apply "audit_trail" parameter.
- During the DB shutdown process, our DBA client desktop encountered unexpected network broke down, it caused database wasn't shutdown properly.

Impact
- ASGC 3D DB didn't receive any LCR from ATLDSC for 15 hours.

Timeline
- 06.29.2010 02:00 UTC
 - DB intervention start, the DB was shutting down.
- 06.29.2010 02:50 UTC
 - Client connection time out, the network broke for our DBA's desktop.
- 06.29.2010 02:50~03:00 UTC
 - DB shutdown was terminated due to client disconnected.
- 06.29.2010 03:10 UTC
 - DB status appeared to be normal, and it could be login and connected.
- 06.29.2010 03:30 UTC
 - Noticed the apply status was disabled in 3d monitoring page. DBA was starting to check the problem.
- 06.29.2010 04:00 UTC
 - RAC nodes didn't work, and tried to start RAC nodes by "crs_start -all", but the apply status was still disabled.
- 06.29.2010 05:23 UTC
 - Received alarm e-mail from Marcin and told us "QMNn" didn't exist, tried to set aq_tm_processes = 1, but it didn't help for our situation.
- 06.29.2010 06:00 UTC
 - To manually set apply status from disable to enable, but stream was still not working.
- 06.29.2010 12:23 UTC
 - Received alarm e-mail from stream monitor, the apply status was "Abort".
- 06.29.2010 15:00 UTC
 - Received e-mail from Zbyszek. Zbyszek suggested us to stop all instance and restart them again.
- 06.29.2010 16:10 UTC
 - Restarted all instances and start them again, everything seemed that recovered.

Analysis
 - DB shutdown encountered network broke, but at that moment, nobody understood what's going on, and the schedule downtime was going to be finished. We have to make sure this situation doesn't happen again.
 - DB service check needs to be improved.
 - Our DBA's desktop PC wasn't stable enough...

Follow up
 - DB shutdown and DB recovery procedure for intervention most be reviewed again in ASGC.
 - Stability of desktop and laptop are also important for operation :)