

Service Incident Report for CASTOR Crashed on 11 April 2012

Incident Start: 2012-04-11, 16:02 [UTC]

Incident End: 2012-04-12, 16:43 [UTC]

Description

Storage controller stopped because of hardware failure at 2012-04-11, 16:02 [UTC]. We restarted controller to get storage service back, but the ASM and Oracle recovery area suffered from corruption due to this unexpected issue. Thus, we rebuilt data by setting recover checkpoint to 2012-04-11, 15:30[UTC], the last time stamp that DB had made backup.

Impact

Files belonging to Atlas spacetoken: DATATAPE, MCTAPE and all CMS service classes lost in the period between 2012-04-11, 15:30[UTC] to 2012-04-11, 16:02[UTC] because of oracle archivelog crashed.

After service had been restarted, some data couldn't finish transfer normally due to SRM got high load.

Analysis

Storage controller got hardware failure due to instable hard drives

Timeline

Apr, 11, 16:02 UTC: Storage controller got hardware failure.

Apr, 11, 16:28 UTC: Set unscheduled down time for SRM.

Apr, 11, 16:35 UTC: Started to recover database.

Apr, 12, 16:43 UTC: Database recovery finished.

Apr, 12, 17:00 UTC: Confirmed there was no transfer to Castor from Atlas during such period.

Apr, 12, 17:00 UTC: Started CMS consistency check at local side.

Apr, 19, 07:10 UTC: Completed CMS consistency check with CMS expert.

Future plan

We migrated database to new controller which using more reliable hardware. It had been done on Apr 27th, now the controller working pretty well.