Type of Incident: dCache server down
Location: GridKa/KIT
Duration: 3:15 hours
Date: Saturday, June 12, 15:30 to June 12, 18:45
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Description:
A server hosting central dCache services was in kernel panic state and had to be rebooted.

Impact
Complete failure of the dCache storage element for CMS.

Timeline
- June 12: 15:38: first alarm sent to the mobile phone of the technician on-call.
- June 12: 16:26 Technician on-call started investigation of the problem via remote access.
- June 12: 18:30: Technician restarted the failing machine manually at the GridKa computing centre.
- June 12: 18:45 dCache services up and running.

Analysis
None of the available logfiles (including the bmc hardware log) state any critical issues that could have caused this failure. After the reboot, the system has been working without any detectable issues. Hence we assume that some kernel problem led to a kernel panic which could be solved only by initiating a reboot on-site.

Conclusion
This was the first time we observed this type of machine with the particular OS version in kernel panic state. We therefore assume this to be a very rare event. We will consider to provide remote access on console level (“reset button”) to technicians on-call, allowing for quicker problem solving in similar cases.