

**Report sent on Aug, 18<sup>th</sup> to:** [wlcg-scod@cern.ch](mailto:wlcg-scod@cern.ch)

**Type of Incident:** CE unavailability

**Location:** IN2P3-CC

**Duration:** 20 hours

**Date:** Aug, 15<sup>th</sup> 2011

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## **Description**

An electrical issue on the UPS caused power cut in one machine room.

## **Timeline**

Mon Aug 15 20:22 UTC : General power cut in machine room #2. Experts are called on site.

Tue Aug 00:05 UTC : Unable to restart UPS. Divert electrical network to bypass them.

Tue Aug 09:30 UTC : Restart of workers in order to restore the CEs

Tue Aug 15:30 UTC : All the CEs are operational.

## **Analysis**

A cause which is still unknown has made one UPS malfunctioning and stop (defective hardware piece is suspected). The other UPS refused to take the full load and stopped. We are operating with UPS1 since the incident, and UPS2 requires 2 days repair (end expected Friday 19<sup>th</sup>).

## **Impact**

- All the cream CEs where impacted at 100%.
- The other ones where impacted around 85%.
- Job loss.

## **Corrective Actions**

- Monitoring and alert on electric components is under study.
- We are waiting for the report of the UPS supplier to see what can be done to fully understand the problem and to avoid this kind of incident.