

ROOT CAUSE ANALYSIS



Oracle DB outage

The following is a detailed accounting of the service interruption that Rally users experienced on September 6, 2015 at 3:07 am.

Root Cause Analysis Summary:

Event Date	September 6, 2015
Event Start	03:07am
Downtime Start	03:07am
Time Detected	03:19am
Time Resolved	04:22am
Downtime End Time	04:22am
Event End Time	04:22am
Root Cause	<p>The database (qd-db-03) crashed due to a known Oracle bug that has been identified. Bug 17018214 - ORA-4021 in Active Dataguard Standby Database with fix for bug 16717701 present - Instance may crash (Doc ID 17018214.8)</p> <p>Our failover mechanisms were manual for this type of incident.</p>
Duration	<p>Total Downtime: 75 minutes Total Impaired Availability: N/A Time to Detect: 12 minutes Time to Resolve: 75 minutes</p>

Future Preventative Measures:

Actions that should be taken to prevent this Event in the future.

Actions	Description
Increase Lock Timeout	Parameter Change that we received from Oracle as this is a known bug from Oracle. This is done.
Get Oracle Restart installed on on the DB Servers	For consistency....this might have helped but still don't know how the app would act if this was installed - This is also a security concern, requires human intervention with current implementation

Create Health Check for ALM/DB state	This work is done.
VictorOps needs to be implemented for DBAs	Planned for Iteration 5
Finish the ReadOnly DBs into Production	Planned for Iteration 5