



ROOT CAUSE ANALYSIS

qd-db-02 PERC Fault

The following is a detailed accounting of the service interruption that Rally users experienced on 05/12/2015 at 12:05 pm.

Root Cause Analysis Summary:

Event Date	May 12, 2015
Event Start	12:05 pm
Downtime Start	12:05 pm
Time Detected	12:08 pm
Time Resolved	12:28 pm
Impairment End	12:52 pm
Root Cause	Monitoring recorded, syslog, "fault detected in PERC RAID controller which caused scsi bus reset". The bus reset caused the Primary DB server to become unresponsive with a read-only filesystem.

Issues and Remediations:

Issues	Remediations
Better Fault tolerance on DB server	Rally is currently working on Database infrastructure to accommodate multiple hot standby databases to provide additional fault tolerance.