

Root Cause Analysis

Agile Central outage



The following is a detailed accounting of the service impairment that Agile Central users experienced on May 09, 2016 at 12:03 am.

Root Cause Analysis Summary

Event Date	May 09, 2016
Event Start	12:03 am
Impairment Start Time	12:03 am
Time Detected	12:03 am
Time Resolved	12:51 am
Impairment End Time	12:51 am
Event End Time	12:51 am
Root Cause	The thread which fetches the current version of the read-only database died. We don't have any logs indicating the exact reason but assume that it was because the Oracle primary database was bounced. See more details below
Duration	Total Downtime: 48 minutes Total Impaired Availability: N/A Time to Detect: 0 minutes Time to Resolve: 48 minutes

Future Preventative Measures

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

Actions	Description
Defect to fix script	Investigate why script to restart server didn't work and create defect to fix (roll all app servers & kill quits)

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Restart enhancement	Look at having a more granular way to restart app servers/DBs. Create story to look into this
Monitoring spike	Monitoring spike (2 pts) to see if we can get an earlier detection/response.
Further root cause investigation	Investigate out of memory outage from 12:00am May 9
DB restart process	If any DB's restart, roll the app servers until we have clarity on additional investigation into root cause
Cache queue monitoring	The first-line defense against a recurrence of this type of incident should be an Ops alert on cache sync queue size. We will be able to react by looking at the new logging to try to find more information about the specific root cause.