Data Center Outage - 5/19

IT Status

At about 11:12AM on Wednesday 5/19/2016, one of our storage networks went down – the reason for this is still being investigated. This led to a cascade of resets that separated ~100 virtual machines from the network. Impacted services included:
  - Inbound and outbound email
  - Ensemble CMS
  - Web hosting, including vt.edu
  - Applications that rely on the older auth.vt.edu service for logging in
  - Banner

- Work to restore began immediately, and most services began to come back up by mid-afternoon. Delivery of all backlogged email was complete by 9pm.
- There was a second brief outage of vt.edu in the evening, resulting from an aborted attempt to bring up vt.edu's failover site at UVa. Once the settings were restored to normal, the site was restored at approximately 8:20pm.

We are continuing our review of this incident across units, and will continue to share information as it becomes available. Thank you all for your patience during this outage. If anyone is experiencing continued problems, please let us know.

Service Info

Service Info [Resolved]

Created: Fri, 05/20/2016 - 12:21pm Resolved: Mon, 05/23/2016 - 3:21pm Duration: 3 days 3 hours 33 sec  1617 Views

Source URL: https://computing.vt.edu/content/data-center-outage-519