

RCA Report – London Report Farm Outage

Incident Start Date and Time: October 29th 15:31 Central Time

Impact: Customers in the London region unable to run Reports

Status Page Links:

<https://status.planview.com/issues/6902806ca8772459ca73b9b0>

<https://status.planview.com/issues/69032a744a0ebd7decac0dfd>

Incident Description

Customers with instances located in the London region were unable to run reports

Timeline

Date and Time (CT)	Action
15:31 October 29	Alarm from External monitoring site that report farm is down
16:00 October 29	Status page updated
16:25 October 29	DNS Communication issue identified
16:52 October 29	Operations team confirms that report server is up and can login to portal
16:54 October 29	Status page updated
02:25 October 30	Customer Care team reports that reports are not working
03:06 October 30	Status page updated that report farm having issues
06:08 October 30	Database Issue identified
06:32 October 30	Status page updated that report farm is operational

Root Cause

A DNS change was made, and the Report Server web nodes lost connectivity to the database cluster. After the site was brought back up, the database was in read only mode, so reports could not be run.

Planned Mitigations

- Operations has added verification steps to ensure all services are fully recovered after an incident in the production environment.
- Add alerting for autoscaling group when primary replica is left in read only mode