



Incident report: 2018-03-11

Description

The combination of a router crash and loss of uncommitted configuration (changes missing when the router was restarted) caused a VM networking disruption. During troubleshooting isoho.st staff also rebooted a hypervisor, causing further disruption of services.

Analysis

The initial disruption of VM networking was caused by a router crash at 22:32 on 11 March. The responding administrator chose to reboot the router instead of a manual fail-over to the redundant router. The router was back in service by 00:14.

Uncommitted configuration of static routes were lost in the reboot which resulted in some management functions being unavailable until 02:54, when the missing route was found after lengthy troubleshooting.

While this particular problem was on the router, it initially manifested as a hypervisor networking problem. This troubleshooting activity had left the hypervisor's network configuration in an inconsistent state that necessitated a subsequent reboot that resulted a disruption to a subset of VMs from 01:40 to 01:55.

Impact

Outage of VM networking for 102 minutes and restarts of some VMs.

Actions

- The need for the static routes will be eliminated by a planned simplification of the cluster network topology. This upcoming change will also allow the fail over between routers for VM networking to be automatic.
- Incomplete documentation will be corrected to reduce the time to repair for future network failures.

Please direct any questions or comments to support@isoho.st