

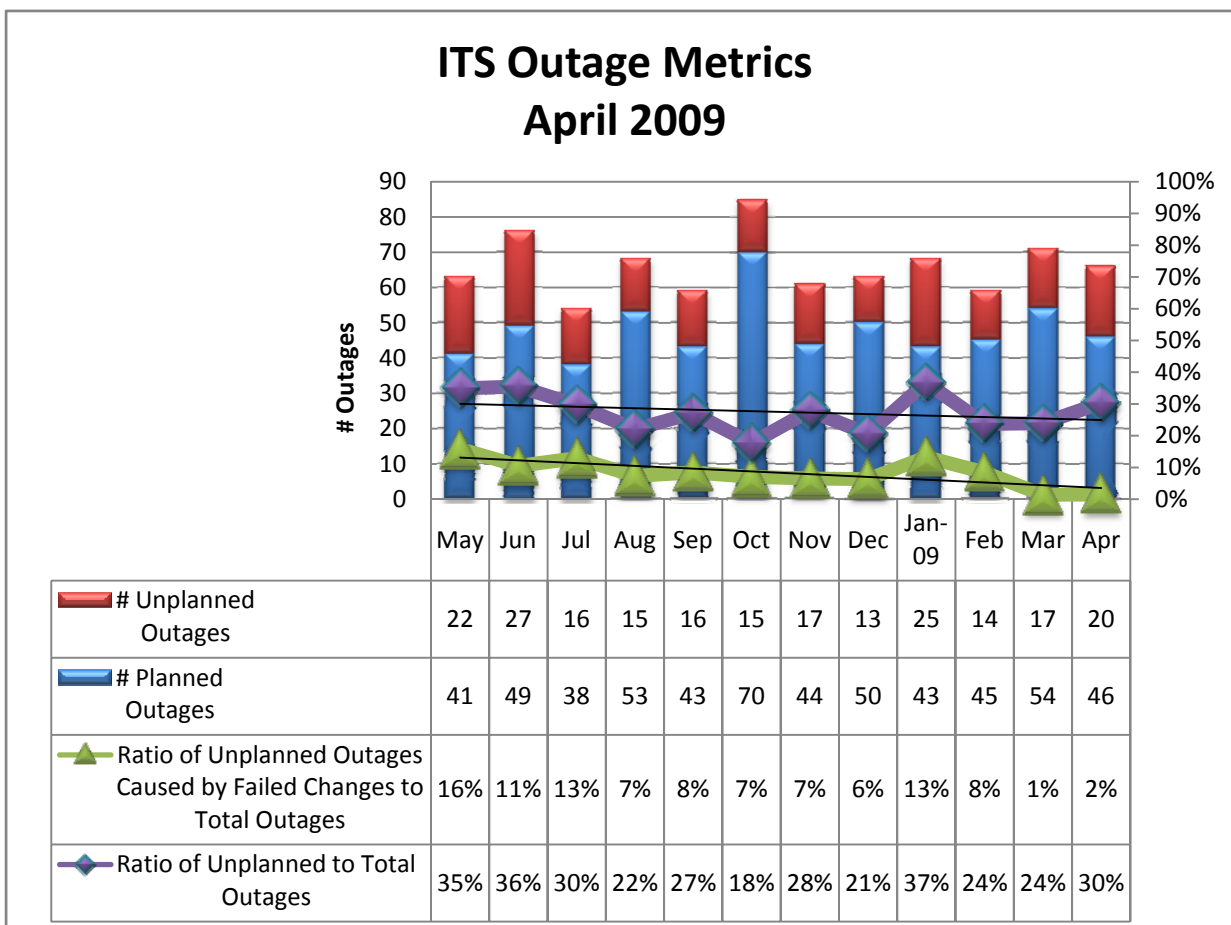
SUMMARY for April 2009:

- Regional cable outage (sabotage in Santa Clara County) was the most noticeable outage this month impacting the campus through isolation. Inability to authenticate began to impact other campus applications.
- ResNet experienced several days of intermittent outages due to a client (student?) software application, root cause was not found beyond the offending hub.
- A new category was created called 'human error'. Previously these unplanned outages were grouped under 'failed changes'. Separating will allow focus on making our systems/apps/environment more 'foolproof' instead of focusing on change management tools/processes.
- One outage categorized as 'failed change' was due to emergency security changes that needed to be made, but where the major downstream impacts were not understood.
- On-boarding plans continue for Interim Web Services (IWS), ITRequest, Change Request Tool, and Data Center Firewalls. One Change Management training course was held in April with 9 attendees.

See below for a list of all implemented RFCs, Root Causes for Unplanned Outages and Unannounced Outages.

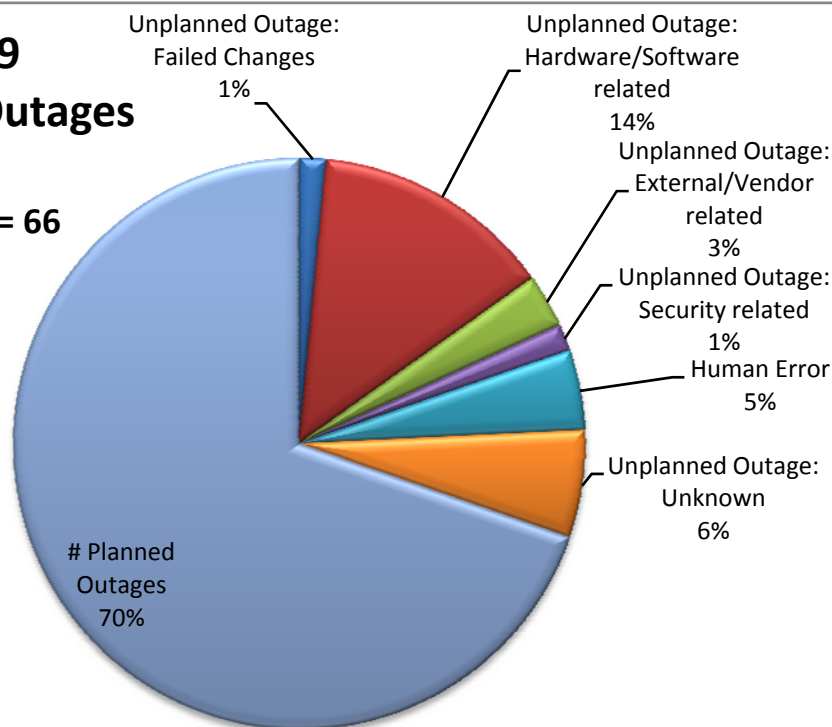
REMINDERS:

- **Thank you for reminding all staff** that it is ITS policy to report all planned and unplanned outages. See <http://its.ucsc.edu/scupdate>
- View the [ITS Guidelines for Maintenance Windows](#)
- View the authoritative schedule for ITS at: http://its.ucsc.edu/maintenance_calendar



April 2009 Causes of ITS Outages

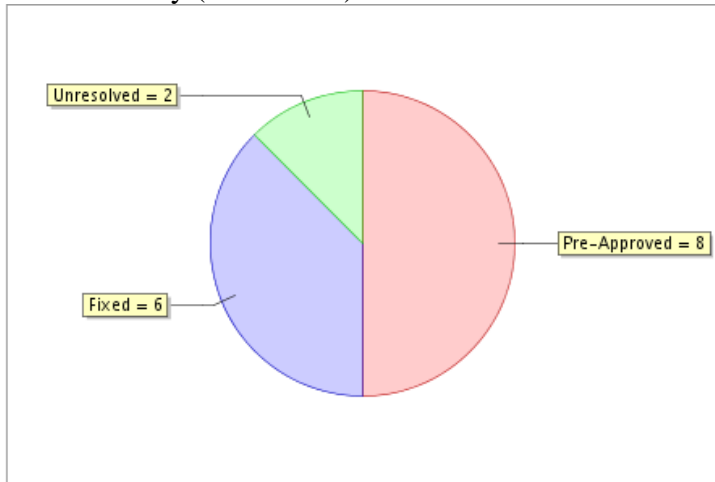
Total Outages = 66



Root causes for unplanned outages:

April	Start Da Time	Duration	Service/ Location	Root Cause	Contact	Comments
1	2-Apr 4:15pm - 4:25pm	0h 10m	CruzID Manager	Unknown	Troy Wright	
2	7-Apr 3pm-4:20pm	1h 20m	Academic Information System (AIS)	Hardware/Software	Sarah Witri	Root cause: An Oracle database error that caused application processes to not complete
3	7-Apr Noon-3:30pm	3h 30m	WebCast Server for Lectures	Unknown	Sheryl Martin-Schultz	Noon-3:30pm: Unplanned outage/intermittent service of lecture Webcast server. Problems may continue to be intermittent.
4	9-Apr 2:32am-11:18pm	20h 46m	Regional Internet/Cell phone conn	External/Vendor Related	John Haskins	Regional Cable. Kerberos and related
5	9-Apr 11:59am-11:18pm	11h 19m	Kereros, BE Workstations, WebCT,	External/Vendor Related	Josh Brandt	Linked to Regional outage. Lack of Kerberos login caused unplanned outage of multiple applications.
6	12-Apr 12:26pm-12:27pm	0h 1m	T-1 Network at 509 Swift Street	Human Error	John Haskins	Sunday, no one probably noticed. John made a typing error.
7	13-Apr 11:19am-Noon	0h 41m	Firewall DC3	Security Related	Steve Zenone	Improperly Announced: Notice did not go to sc.update. Retrained user.
8	13-Apr 11:19am-Noon	0h 41m	FIS, WWW, WWW2	Failed Change	John Guertin	Unplanned and poorly announced outage of DC3 firewall caused unplanned outages of all apps behind the firewall.
9	14-Apr 9:54am-9:58am	0h 4m	Network	Unknown	John Haskins	Reported only from Delaware. Could not be confirmed.
10	16-Apr Midnight-Midnight	24h	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
11	16-Apr 5pm-Midnight	7h	Library Apps	Human Error	Frank Dang	Library Data Center Thermal - HVAC Related
12	17-Apr Midnight-9:30am	9h 30min	Library Apps	Human Error	Frank Dang	Library Data Center Thermal - HVAC Related
13	17-Apr Midnight-Midnight	24h	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
14	18-Apr Midnight-Midnight	24h	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
15	19-Apr Midnight-Midnight	24h	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
16	20-Apr Midnight-Midnight	24h	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
17	21-Apr Midnight-4:20pm	16h 20m	ResNet at Porter/Kresge	Hardware/Software	John Rocchio	User software running on Fast0/7 on hub870.resnet
18	21-Apr 6:37pm-9:55pm	3h 18m	Telephones at College 9	Hardware/Software	Andy Riblet	Out of order LIM at College 9.
19	24-Apr 1:30pm-2:45pm	1h 15m	Network at Sinsheimer Lab	Hardware/Software	Stephen Hauskins	Problem with network switches in Sinsheimer Lab basement.
20	30-Apr 3pm-4:35pm	1h 35m	ITRequest	Unknown	Justin James	Working with vendor.

RFC Summary (Resolution)



RFC Details

	Key ↓	Summary	Assignee	Reporter	Pr	Status	Res	Created	Updated	Due
	CT-39	Add AM/PM setting to the 'Complete Date/Time Format'	Charles McIntyre	Monte A Gants	↓	6. Implementing	UNRESOLVED	04/10/09	04/28/09	04/30/09
	CT-38	Timeout setting modification	Monte A Gants	Monte A Gants	↓	Closed	Fixed	04/03/09	04/27/09	04/17/09
	CT-11	Modify Interim Web Services project (and possibly workflow), and add David Turner as user.	Lisa Gardner	Lisa Gardner	↑	Closed	Fixed	01/12/09	04/28/09	04/03/09
	CM-75	Pre-approved: NVRAM replacement for csg-prod-nas-1	Heron Leisek	Heron Leisek	↑	Closed	Pre-Approved	04/20/09	04/24/09	04/21/09
	CM-74	Add IP addresses to MX servers and FE servers	Jane Nyberg	John Rudd	↓	6. Implementing	UNRESOLVED	04/17/09	04/17/09	04/24/09
	CM-68	Hop Counter Limit on Massmail	Heron Leisek	Heron Leisek	↓	Closed	Fixed	04/03/09	04/17/09	04/03/09
	CM-67	SMTP connection limit- raise to 35	Jane Nyberg	Jane Nyberg	↓	Closed	Fixed	04/02/09	04/17/09	04/02/09
	CM-65	Pre-approved: Botnet Plugin Whitelist	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/16/09	04/01/09
	CM-64	Pre-approved: DNSBL Exemptions/Whitelist	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/17/09	04/01/09
	CM-63	Pre-approved: Attachment Filename Checker Blocked Filenames	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/17/09	04/01/09
	CM-62	Pre-approved: Attachment Filename Checker Whitelist	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/16/09	04/01/09
	CM-61	Pre-approved: ClamAV Checker Whitelist	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/17/09	04/01/09
	CM-60	Pre-approved: SpamAssassin Score Adjustments	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/17/09	04/01/09
	CM-59	Pre-approved: Whitelist: Access Checker Blocklist	Jane Nyberg	Jane Nyberg	↓	Closed	Pre-Approved	04/01/09	04/10/09	04/01/09
	CM-46	Upgrade CGPro to version 5.2.13	Jane Nyberg	Jane Nyberg	↓	Closed	Fixed	03/11/09	04/16/09	04/15/09
	CM-16	Spam blocking at a score of 15	Jane Nyberg	Jane Nyberg	↓	Closed	Fixed	02/05/09	04/16/09	04/14/09