

# Lessons Learned from Oct 15. 2011 Power Outage

## DBA Team

The DBA provided excel spreadsheet to the SysAdmin team detailing the database/application servers and their startup/shutdown sequences and contact information.

- Internal planning completed (Check lists, power down/power up steps)  
A document was provided to SysAdmins ( First page describes to power down and power up ideas and sequencing in respective worksheets) (See DBA-group-servers-db-apps-information-v2.xlsx)

- Time spent in carrying out plan, effort required

Resource	oct15 + Oct18
=====	=====
Sripada	- 4 + 2 hrs
Diana	- 4 + 3 hrs
Michael	- 2 + 4 Hrs
James	- 4 + 0 hrs
Jared	- 2 + 0 hrs

- Unexpected things, and how to avoid them in the future  
So far I am not aware of the unexpected items

- Things forgotten, and how they will be included next time  
As far as I and teammates know, None forgotten.

### Proposed Improvements:

Contact/communication issues. From a given DBA office, we connected to command center via the office phone to get the latest updates and comments on power down/up activities. We need another means to contact the working resource (sysadmin) to update/get information. We need a secondary mode/phone-line to contact a 2nd resource (sysadmin/WindowsAdmin) resource to coordinate updates/information on status.

The command center was used to communicate between DBA's and SysAdmins to resolve some issues. The command center background was very noisy and we could not hear conversations. We need a secondary mode of communication between resources to resolve or update issues/steps.

Higher level tasks are documented, but at sub task level, we should have some kind of common page or chat box so that everyone can check to see what steps were done, in progress, or pending and the current status on those items. We did have a high level check list, we need server or equipment level sub-task plans.

### Post power restore issues:

One production issue noted:

1. Fcdfora3, cdf offline production, was set to auto-boot, thus, started up before the bluearc, it storage for backups. Sysadmin had to mount it, and issue was resolved.

NOTE: Below remaining issues were observed only DEVELOPMENT and integration/Quality instances.

1. oidsrv, Oracle Internet Directory, AD to OID sync process, was not working on all non-production OID systems
  - Impact- affects new user accounts (in fermitest AD), as authentication of existing accounts works fine.
  - Determined the root cause - tns listeners for the oiddev & oidint database did not start
2. fidmapp02a & fidmapp02b shared storage was not working
  - one of the rac nodes did not come up
  - the shared JMS area was not available on fidmapp02a & fidmapp02b
  - Sysadmin corrected this issue
3. streams from cdfonint to cdfofint to cdfrep23 was "stuck" at timestamp when hosts were powered down.
  - We were receiving errors concerning the streams processes between cdfofpr2 and cdfstrm1.
  - Cdfstrm1 is halted as of timestamp 10/12/11 15:55:00. It was resolved by subsequent update activities by user.
4. D0 databases
  - the web server on d0dbweb
  - Databases were up but web apache processes on web server were not working. D0(Robert.I) had to bounce the processes.
5. PeopleSoft
  - QA windows server process for process scheduler was down; manually restarted by James Chee.