

Tridion incident communication

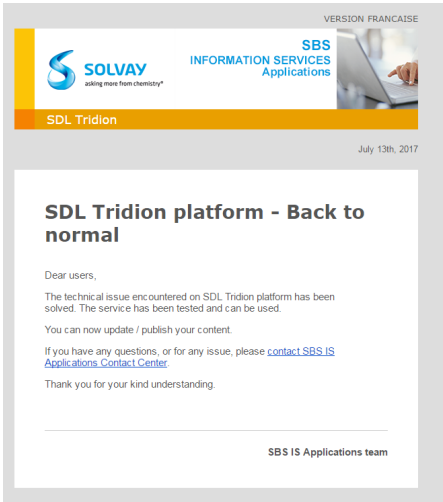


! 13th July 2017 - 16h19 updates:

Tridion content manager is now back.

Sorry for the inconveniences caused.

Incident chronological timeline:

Timestamp	Description
13/07 4.50 pm	<ul style="list-style-type: none"> After few key users tests synchronisation with SBS comm, a communication has been sent out through Flexmail to all Tridion users + Service centers LO + CGI support regarding the normal availability of the platform 
13/07 4.25pm	<ul style="list-style-type: none"> Second wave key users testing has been performed Tridion platform is now back to life!
13/07 4pm	<ul style="list-style-type: none"> After certain investigations (between Adagio team and application team), MS DTC error no longer appearing in the logs But other error messages occurred Meanwhile found out that MS DTC configuration has been reset Reconfigured as per requirement First wave testing seems good
13/07 1.25pm	<ul style="list-style-type: none"> Restart did not work IS adagio will continue to investigate with IBM on the SQL database side Meanwhile application side is working with SDL provider to get means on testing the connections on MS DTC
13/07 11am	<ul style="list-style-type: none"> IS adagio has determined certain technical issues left-over from the IBM incident and will require some interruptions on the databases in production

<p>13/07 9am</p>	<ul style="list-style-type: none"> After synchronisation with SBS comm, a communication has been sent out through Flexmail to all Tridion users + Service centers LO + CGI support regarding the downtime of the platform (no contribution) 
<p>13/07 5am</p>	<ul style="list-style-type: none"> Application team still see traces of SQL errors Application team also raise a ticket at SDL provider regarding error message received
<p>13/07 2am</p>	<ul style="list-style-type: none"> Still an issue on Tridion platform. Not fully functional as we get connectivity issues on the SQL Application team worked and continue with investigation with IS adagio
<p>12/07 10.45 pm</p>	<ul style="list-style-type: none"> IS adagio reported network is stable again However, Tridion platform is not up still. Contacted IS adagio team to restart the correct server
<p>12/07 9pm</p>	<ul style="list-style-type: none"> IS adagio confirmed that it was due to a change on network level and reverted changes to resolve the issue
<p>12/07 7pm</p>	<ul style="list-style-type: none"> IS adagio communicated that IBM is aware n working on the issue, at the network level Started to get incoming tickets from freshdesk Communicated to CGI support to reply to tickets on the situation
<p>12/07 5.28pm</p>	<ul style="list-style-type: none"> IS adagio did mass communication to application leaders that there were troubles on MS SQL 2008 shared production environment at IBM, affecting a few applications
<p>12/07 5pm</p>	<ul style="list-style-type: none"> noticed that the Tridion Content Manager went down (no content updates were possible) escalated immediately to IS Adagio team