

Tridion incident communication

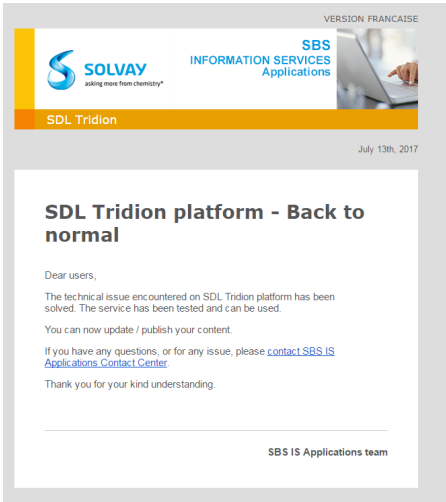


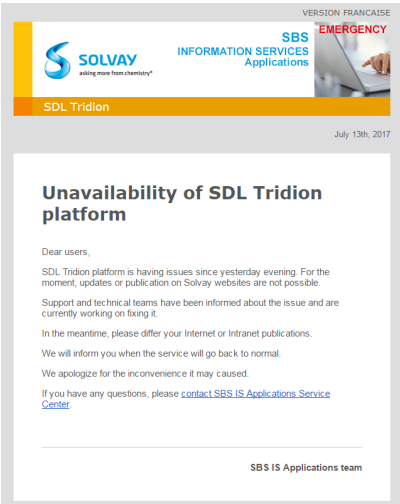
! 13th July 2017 - 16h19 updates:

Tridion content manager is now back.

Sorry for the inconveniences caused.

Incident chronological timeline:

Timestamp	Description
13/07 4.50 pm	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	- Second wave key users testing has been performed Tridion platform is now back to life!
13/07 4pm	- 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	- 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	IS adagio has determined certain technical issues left-over from the IBM incident and will require some interruptions on the databases in production

13/07 9am	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) 
13/07 5am	- Application team still see traces of SQL errors - Application team also raise a ticket at SDL provider regarding error message received
13/07 2am	- 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
12/07 10.45 pm	- IS adagio reported network is stable again - However, Tridion platform is not up still. Contacted IS adagio team to restart the correct server
12/07 9pm	IS adagio confirmed that it was due to a change on network level and reverted changes to resolve the issue
12/07 7pm	- 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
12/07 5.28pm	IS adagio did mass communication to application leaders that there were troubles on MS SQL 2008 shared production environment at IBM, affecting a few applictions
12/07 5pm	- noticed that the Tridion Content Manager went down (no content updates were possible) - escalated immediately to IS Adagio team