

CoretekGROUP.....



Post Incident Report

Report Date: 28/06/2016

Incident Date: 27/06/2016

Document Control

Document Approval

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The above signatories are certifying that this document has been reviewed and approved for inclusion within the Quality Management System.

Document History

Version	Date	Author	Comments
0.1	28/06/2016	James Bell	Initial Draft
1.0	28/06/2016	James Bell	Final Version

Amendments

Version	Date	Change Information
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Introduction

This report aims to describe the details around the incident experienced by a number of users on 27th June 2016.

Incident Details

Issue

At around 16:30, a number of users experienced a loss of access / connection to the CoretekCloud environment. This issue was not limited to a single clients' infrastructure, but to multiple clients including Coretek's own staff.

It was noted that some clients were unaffected by the issues experienced.

Root Cause

After investigations, the issue was traced to one of the virtualisation hosts which supports part of the shared services environment. At the time, the host was running a number of virtual machines which make up this ecosystem.

As not all clients utilise the new shared services systems, these clients were unaffected. However, these clients are due to be migrated shortly, hence why not all clients were affected.

Solution

Once the root cause of the issue had been identified, the host was restarted and the service was brought back up.

Some users were affected in such a way that their user profile became partially corrupted. (N.B. User profiles only contain application data e.g. Outlook configuration. No personal or company user data is stored in these profiles.) These users were quickly identified and their profiles recreated with a new

profile, which contained a basic setup (i.e. Email accounts were re-setup, but no user customisations were added).

Once all user profiles had been recreated and tested, clients were able to log back in again.

Timeline of Events

16:15	Issue occurred
16:17	Senior technicians were made aware of the issue and began to commence work on investigating and resolving the issue
16:20	All clients contacted to make them aware of the issue
16:24	Root cause identified
16:30	User access to the environment temporarily prevented to avoid further user profile damage
16:31	All key services were checked and verified to be functional once again
16:45	Damaged user profiles repaired and tested
19:30	All systems and user profiles fully operational
19:30	User access to the environment re-enabled

Additional Information

After further investigations today (28/06/2016) it has been noted that a patch is available for the specific issue which occurred. Whilst this patch is available for use, it is not recommended to install it unless the specific issue is encountered – hence why it had not previously been installed.

Given this issue has now been experienced, the patch is scheduled to be installed during the usual out of hours' maintenance window.