

# Degraded Service Event

**Event Period:** 08/10/2010 07:47 – 08:50 EDT  
**System(s) Affected:** Operations/Partner Test/Testbed  
**Product(s) Affected:** WIST/ECHO/Ingest/Website

## Executive Summary:

During a planned GSFC-managed maintenance activity, a redundant Power Distribution Unit (PDU) was taken offline. After taking the redundant PDU offline, the remaining PDU was unable to handle the load and the resulting power oversubscription caused critical GSFC managed network components to lose power. These network components were upstream from the ECHO network, causing a loss of external connectivity to all ECHO resources. Once power was restored, the necessary network components resumed operation and ECHO became available to external users.

## Detailed Summary:

The ECHO team was not made aware of the planned power work prior to its execution. Subsequent investigation brought the maintenance to our attention and we were able to correlate the maintenance and ECHO outage.

## Timeline:

- 08/10/2010 07:47 EDT – Power Distribution Unit taken offline, causing overload of remaining PDU. Critical GSFC network components were shut down.
- 08/10/2010 08:49 EDT – Power was restored and the dependent network equipment resumed operation.
- 08/10/2010 09:00 EDT – “All Clear” message sent to the echo-status-internal mailing list.

## Associated Tickets/NCRs:

- ECHO\_SA\_TTs – None
- ECHO\_TTs – None
- ECHO\_NCRs – None

## Future Mitigation:

We will continue to work closely with the GSFC infrastructure team to make sure we are adequately notified regarding power work which is being performed within the building. Because the outage was upstream from the ECHO, we are unable to mitigate an outage of this kind.