OFFICE OF
Information Technology

910 Yukon Drive, Suite 103 | Fairbanks, AK 99775-5320 | Phone: 907-450-8380 | Fax: 907-450-8381

Root Cause Analysis

Event: www.alaska.edu intermittent outages Jan 2,3 2008

Summary: SW Roxen started crashing on Jan. 2, 2008. After bringing it back up it would crash a few minutes later

Detail:

Synopsis: On Wednesday Jan 2, 2008 problem reports started coming in to the SW Help Desk regarding problems with www.alaska.edu being non-responsive. TS staff would restart the SW Roxen processes but Roxen would crash shortly thereafter.

Cause: High CPU usage by the mysql processes on Ruth (the Roxen MySQL database server) was noticed during this timeframe. SW Roxen utilizes MySQL databases on Ruth. As there were no other leads to the cause of the problems it was decided to stop/start MySQL on Ruth. This resolved the problem. The cause of the high CPU usage by MySQL on Ruth is unknown.

Action Items: Monitor MySQL CPU usage on Ruth.

Future Prevention: One time occurrence, future prevention unknown at this time.