

Montpellier, 29/04/2024

## Incident report Trust and Sign / PreventGo

OBJECT : [PRODUCTION] Incident 24 April 2024.

Affected services: <b>Trust and Sign / PreventGo</b>	
Begin date: 24/04/2024 at 03H15 (CEST) End date: 24/04/2024 at 03H50 (CEST)	
Incident duration (minutes) : 35	
<input type="checkbox"/> Incident blocking <input checked="" type="checkbox"/> Incident major <input type="checkbox"/> Incident minor	Impact SLA : 0h35

Description :

Failure of the Lan2Lan layer between Marseille Datacenter and Lyon Datacenter. The filesystem and databases were not available for the Lyon Datacenter during this time..

Incident timeline :

- 3H15 AM - First alert regarding a connection timeout between the backend and databases/file system. Level 2 on-call activation. Diagnostic phase initiated ;
- 3H30 AM - Lan2Lan layer operational; Verification of split-brain state ;
- 3H50 AM - Split-brain check confirmed as OK; Restart of all services initiated.

Action Plan:

- Opening a ticket with the manufacturer of the network component ;
- Actions to reduce the verification time of Split Brain;

Customer support