

Incident Report

Started	30.07.2024 - 11:39
Closed	30.07.2024 - 13:09 and 13:29 Disposable Services
Services affected	QTSP Services
Description	<p>At 11:39, a blockage occurred in an Interconnect on the production HPE Synergy Blade system at the primary site, responsible for managing the Blade connections.</p> <p>The other present Interconnect (high availability), although active and functioning, did not ensure redundancy service and the operation of the Virtual Servers configured on the blade.</p>
Root cause	<p>We are awaiting a report from HPE to identify the reason for the failure of the Blade's high availability system to activate.</p> <p>An update will be provided once the complete report from the supplier is received.</p>
Personal data impacted (privacy)	No impacts.
Remediation action	<p>At the first alert of service disruption, it was hypothesized that there was a network disconnection of the Blade blades.</p> <p>After verifying that all connections to the Servers were down and thus the VMs were not reachable, the HPE support was contacted.</p> <p>The HPE specialist manually disabled and then re-enabled the Interconnect at logical level, restoring the service.</p> <p>Due to the unavailability of the Blade, the hard server component of the HSMs lost connection with the file system, making it necessary to reload the shared key of the HSMs.</p>