Root Cause Analysis

**Event:** UPS failure causing network outage for Irving-1 communications room on Monday, Jan 21st, 2008 (IM48430)

**Summary:** A network operations technician received a call-out from the Data Center reporting that a number of switches were down in Irving. Upon investigation the technician found that one of the two APC 1100 ups units in the Irving-1 communications room had failed causing a loss of power to attached devices. The main switch, irving1-3548-1, was powered through this UPS and therefore connectivity for all subsequent switches was lost as well. The technician unplugged the switches that were powered through the failed UPS and plugged them into the remaining good UPS.

**Detail:**

**Synopsis:** Failure of APC 1100 UPS causing loss of power to:
- Irving1-3548-1
And loss of connectivity to:
- Irving1-3548-2
- Irving1-3548-3
- Irving1-3548-4
- Irving1-3548-5

**Cause:** Battery failure in 1 of 2 APC 1100 UPS units.

**Action Items:** Evaluate UPS requirements for Irving-1 communications room.

**Future Prevention:** Prevention of future outages of this type would be best facilitated by the installation of new, network manageable UPS units in all OIT communications rooms, with capacities sufficient to support all present network devices. Network Operations does not currently have funding to implement such an installation.