Root Cause Analysis

Event: User submitted a ticket that she could print to printers located on server finsys3.sw.alaska.edu. IM49399, 14 Feb 2008.

Summary: User submitted a ticket that she could no longer print to printers located on server finsys3. She was able to print to those printers earlier in the day, but now received errors when trying to print to those printers.

Detail:
Synopsis: User had be using printers on print queues located on server finsys3.sw.alaska.edu earlier in the day. Later when trying to print she received errors that printers we no longer available. User submitted a ticket at 13:33PM, 14 Feb 08. Trouble shooting noted that server finsys3 no longer responded to network requests. Check with WSA found that server had been shutdown under the mis-impression that it was no longer being used for printing purposes and all applications had been previously removed.

Cause: Mis-communications on status of moving desktop machines from older print servers to consolidated print server(s) tanner and junco. WSA was under the mistaken impression that user machines had been migrated to the new print servers and was no longer utilizing the older printer queues in SW domain. This resulted in the server finsys3 being powered down as it no longer provided any services.

Action Items: Better coordination between departments on actual status of projects that cross department boundaries. Weekly status meetings now occur between desktop support and wsa.

Future Prevention: Obtain current status of other departments project updates prior to shutdown of obsolete servers.