Root Cause Analysis

**Event:** UAF-DC2 was showing down on monitoring systems, logins failing on that server. IM49660, 22 Feb 2008

**Summary:** UAF-DC2 was showing down and not reachable on monitoring software at 7:30AM, 22 Feb 2008. Check of server showed logins were failing. No actual end users were denied service since this was one of 4 domain controllers.

**Detail:**
**Synopsis:** Domain Controller uaf-dc2.uaf.edu was showing as not reachable on the wsa monitoring software at 7:30AM, 22 Feb 08. A check of server showed it as un-reachable via rdp and logins failing. Trouble shooting via Integrated Lights Out (ILO) module showed that the server was not responding. Did power cycle of server and it rebooted with no issues and returned to service at 7:45AM, 22 Feb 08. Check of event logs showed a system entry at 2:30AM, that it had run out of memory and disk space. Only process running at that time was the netbackup client.

**Cause:** Suspect the netbackup client agent failed to regulate the amount of memory and disk space to use as part of the normal backup process allowing the server to run out of memory and disk space rendering the server not serviceable.

**Action Items:** Reboot of server cleared issues. Checked and reset the netbackup client to insure only set amount of memory and disk space would be used.

**Future Prevention:** Randomly check netbackup client’s use of resources.