

GMO GlobalSign Incident Report

Certificate Authority and Timestamping Service Outage

03 March 2017



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Incident Report

On March 2nd, 2017, the GlobalSign Certificate Authority (CA) and Timestamping Authority (TSA) Services experienced an outage of 2.5 hours between the hours of 17:55 and 20:40 UTC. GlobalSign follows best practices and operates 3 active nodes with a write quorum of 2, however, when one of the nodes failed even though the GlobalSign monitoring services caught the issue, there was a communication issue around reporting the failure to the Infrastructure team. At 17:55 UTC, the 2nd node failed causing the cluster to no longer be writeable. The result of the 2nd node failure, caused CA and TSA services to stop working.

Timeline:

17:55 UTC Infrastructure team was alerted by our monitoring tool that the Database server was only performing read-only. Technicians were immediately notified and remote troubleshooting immediately began.

18:15 UTC System Engineer identified that the log had filled up the drive, and escalated the issue to the Data Base Administrator (DBA). DBA assisted technician in remote troubleshooting with the goal of getting the cluster back on line while technician traveled to the datacenter.

19:30 UTC DBA brings node into standalone mode and brings the database back online. System Engineer starts to bring the CA and TSA services back up. DBA starts to re-seed the other nodes in the cluster.

20:40 UTC System Engineer completes restarting services to ensure connectivity to the database. **Full service restored**