



Nov 14 Switch Outage Update #1

OSC HPC Client Services <oschelp@osc.edu>

Wed, Nov 14, 2018 at 12:36 PM

Reply-To: oschelp@osc.edu

To:

HPC System Notices for OSC Clients



Ohio Supercomputer Center

An OH·TECH Consortium Member

Switch failure on Nov 14 2018: Update #1

At about 1:50 AM on November 14th, OSC experienced a major switch failure which resulted in the home directory service being disrupted. As a result, the home directories were offline and all logins were failing to all clusters.

We have been working on the issue, and below are the current updates at 1:20 PM November 14th

- Login nodes of Oakley, Ruby and Owens clusters are available
- Home directories are accessible
- We believe all user-facing issues have been resolved. **Please contact OSC Help if you see any lingering issues.**
- Running jobs may recover, but please look at job output to verify correctness.
- Some jobs experienced failures and will need to be resubmitted. We will be evaluating job logs to try and identify jobs that failed.

We've opened a ticket with the vendor to address ongoing issues and perform a root cause analysis. We are still evaluating the impact on clients. We will send an email to update the user community and update the related known issue on osc.edu once we know more.

We apologize for any inconvenience this may have caused. Please contact oschelp@osc.edu if you have any questions. We will send another update no later than close of business today.

OSC Help Desk: (614) 292-1800 | (800) 686-6472 | oschelp@osc.edu

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Nov 14 Switch Outage Update #2

OSC HPC Client Services <oschelp@osc.edu>

Wed, Nov 14, 2018 at 4:04 PM

Reply-To: oschelp@osc.edu

To:

HPC System Notices for OSC Clients



Ohio Supercomputer Center

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Switch failure on Nov 14 2018: Update #2

At about 1:50 AM on November 14th, OSC experienced a major switch failure which resulted in the home directory service being disrupted. As a result, the home directories were offline and all logins were failing to all clusters.

We believe all user-facing issues have been resolved. **Please let OSCHelp@osc.edu know if you see any unexpected behavior.**

We've opened a ticket with the vendor to perform a root cause analysis, and are working on identifying all failed jobs.

We apologize for any inconvenience this may have caused. Please contact oschelp@osc.edu if you have any questions.

OSC Help Desk: (614) 292-1800 | (800) 686-6472 | oschelp@osc.edu

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Nov 14 Switch Outage Update #3

OSC HPC Client Services <oschelp@osc.edu>

Thu, Nov 15, 2018 at 12:41 PM

Reply-To: oschelp@osc.edu

To:

HPC System Notices for OSC Clients



Ohio Supercomputer Center

An OH·TECH Consortium Member

Switch failure on Nov 14 2018: Update #3

At about 1:50 AM on November 14th, OSC experienced a major switch failure which resulted in the home directory service being disrupted. As a result, the home directories were offline and all logins were failing to all clusters. We believe all user-facing issues have been resolved. **Please let OSCHelp@osc.edu know if you see any unexpected behavior.**

We will have rolling reboots of all clusters, starting from 9:30 AM on Monday, November 19, 2018 to address the issue causing the [major network switch outage](#) by upgrading to ONTAP 9.3P8 suggested by the vendor. The rolling reboots won't affect any running jobs and cause any user-noticeable impacts, but users may experience longer queue wait time than usual on all clusters.

We apologize for any inconvenience this may have caused. Please contact oschelp@osc.edu if you have any questions.

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Nov 14 Switch Outage Update #4

OSC HPC Client Services <oschelp@osc.edu>

Fri, Nov 16, 2018 at 10:08 AM

Reply-To: oschelp@osc.edu

To:

HPC System Notices for OSC Clients



Ohio Supercomputer Center

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Switch failure on Nov 14 2018: Update #4

At about 1:50 am on November 14th, OSC experienced a major switch failure which resulted in the home directory service being disrupted. As a result, the home directories were offline and all logins were failing to all clusters. Most services were back up around 9 am, but the NetApp outage lasted until about 1:30 pm for some users. We believe we have been resolved all user-facing issues by issuing a rolling reboot of NetApp. However, jobs running during the outage may have unexpected failures. If you experience any unexpected behavior, contact [OSC Help](#). We will continue to monitor and contact impacted clients by this outage.

We will have a **reboot of the NetApp as part of an upgrade, starting from 9:30 AM on Monday, November 19, 2018**, to address a bug that causes NetApp issues caused by the [network switch outage](#) we had on Nov. 14th. Any cluster nodes, OnDemand service, and all filesystems won't be impacted by the reboot. We also do not expect any disruptions to users' jobs due to this reboot. The rolling reboots of clusters mentioned in Update #3 is not needed.

We apologize for any inconvenience this may have caused. Please contact OSC Help at oschelp@osc.edu if you have any questions.

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Nov 18th Switch Failure

OSC HPC Client Services <oschelp@osc.edu>

Sun, Nov 18, 2018 at 8:54 AM

Reply-To: oschelp@osc.edu

To:

HPC System Notices for OSC Clients



Ohio Supercomputer Center

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November 18th Switch Failure

At about 5:00 am on November 18th, OSC experienced another major switch failure. We have recovered the home directory service, but users may experience service instability as GPFS clients are experiencing state file handles on the project and scratch filesystems.

Unfortunately, the recommendations from the vendor to implement a work-around have not been successful in avoiding further failures. We have escalated the issue with the vendor, and are working with them on a solution. We are also evaluating other options we could take to try and improve service stability.

We apologize for any continued inconvenience this may have caused. Please contact OSC Help at oschelp@osc.edu if you have any questions, or if you see unexpected behavior of OSC services.

OSC Help Desk: (614) 292-1800 | (800) 686-6472 | oschelp@osc.edu

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