

ISTI Open Access - Incident #17090

OpenPortal is down

Jul 02, 2019 10:24 AM - Leonardo Candela

Status:	Closed	Start date:	Jul 02, 2019
Priority:	Immediate	Due date:	
Assignee:	Michele Artini	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	ISTI Open Portal Issues		
VREName:			
Description			

History

#1 - Jul 02, 2019 10:25 AM - Leonardo Candela

- Tracker changed from Support to Incident

#2 - Jul 02, 2019 10:26 AM - Leonardo Candela

- Status changed from New to In Progress

It seems there are problems in accessing the RDBMS

#3 - Jul 02, 2019 10:35 AM - Andrea Dell'Amico

- Status changed from In Progress to Feedback

- % Done changed from 0 to 100

There is a DNS problem that affected the DB access list rules. I've fixed them and disabled the reverse address resolution on mysql.

#4 - Jul 02, 2019 10:43 AM - Leonardo Candela

- Status changed from Feedback to Closed

The service is back, from the GUI everything seems working.

Files

Screenshot 2019-07-02 at 10.23.58.png	22.7 KB	Jul 02, 2019	Leonardo Candela
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