Time Meeting 6-10-2025
SDCC/SCDF

SCDF Service Disruption : Monday 6/9

- Multiple critical services were affected starting around 3:00PM
- Problems traced to virtual machines in the SCDF OpenShift cluster
  - At least 7 VMs believed to be affected initially
- Affected services included but not limited to:
  - Condor central manager for sPHENIX
    - Controls scheduling of compute jobs to worker nodes in the sPHENIX Linux Farm
  - Multiple web servers including the sPHENIX internal web server
    - Hosts sPHENIX Electronic Logbook (elog)
  - Selected HPSS client services (hsi)
  - Facility monitoring systems including Graphana
- All services restored by ~9:00 PM
- Post incident investigation in progress

Additional Details

- Problem centered on OpenShift virtualization/containerization system
  - Hosts the majority of the "lightweight" services, many being critical to data facility operations
- Problem caused by loss of access to VM images stored on one of the backend NFS Flash appliances.
  - Once cause of problem identified, recovery procedure developed to restore access to images and VM's restarted
  - Service dependencies complicated diagnosis and recovery from the outages.
  - The specific NFS appliance involved hosted a smaller number of VM images, limit the number of VMs affected

Reminder : SCDF Cybersecurity Scans

- SCDF/SDCC is obligated to scan the bulk of systems* at the facility for cybersecurity vulnerabilities
  - A requirement to maintain BSA's Authority to Operate
  - Part of an agreement with BHSO/DOE and Cybersecurity
  - ✳ Exceptions allowed for sensitive, "online" RHIC experiment systems accessible from the data center
- Scanning off to a slow start due to technical problems and scan refinements
- Scanning parameters for compute farm, aka Linux Farm, subnets is now stable.
  - Impact on the system is minimal.
  - Scanning by sPHENIX Linux Farm subnet (up to 30 systems per subnet) in progress
  - 9 out of ~100 Linux Farm subnets completed
  - ~1 to 2 hours per subnet
- Scanning of Storage systems next in line after the Linux Farm.