

CUNY Academic Commons - Bug #5872

Whole Commons is down

2016-08-08 09:13 AM - Marilyn Weber

Status:	Resolved	Start date:	2016-08-08
Priority name:	Immediate	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Server	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
"Error establishing a database connection" no matter what page I try. I'm at home, trying on chrome and Firefox on a PC. did we expect this?			

History

#1 - 2016-08-08 09:26 AM - Boone Gorges

Thank you for the report, Marilyn. I was able to confirm. As I was writing the email to IT, the sites went back up. I've reached out to IT to get an explanation of what happened, and I'll follow up on this ticket when I have it (for posterity).

#2 - 2016-08-12 12:04 AM - Boone Gorges

- *Category name set to Server*
- *Status changed from New to Resolved*
- *Target version set to Not tracked*

Sorry for not following up on this sooner. The issue had to do with the MySQL server reaching its maximum number of connections. Lihua has modified the connection settings to ensure that this doesn't happen again.