Finding ID #	#25795
Headline	Global Hold, ATS level 1 server 2 reset
Dates of issue	24-9-2021
Timestamps	11:44
System / subsytem involved	ATS
Baseline	5.2.1.6-10
Description	In the morning issues in ATS begin to occur: - track occupations where there is no train (increasing) - peaks in the CPU graphs At 11:44 more issues: - trains do not get a route on ITW-RAI - when the TC tries to set a route for a train there, the line becomes Magenta. On detailed view this is only ITW-RAI, on the Overview (TCO) ND-ZD also becomes magenta. A global hold is set and a reset of the servers is requested. After the asynchronous reset of the ATS level 1 server 2 servers, the one that is used to show the graph appeared to be offline. This was caused by the networkcable being removed during recovery, and not being connected again. The redundant server is online so service could commence. Service ND-ZD could be resumed immediately after that. On the other carousels tis was more difficult. Extra trips were only intermittedly accepted by ATS, on lines CS-GN and CS-GPP at first (between reset and 13:35) it was not possible to associate the trains to timetable trips. At about 13:30 these issues began to be resolved and all lines could start to recover.
Extra information	Alstom indicates the issue started with a movement with defective train 88-90 on EIT in the morning.
Log file / pictures	20210924_1158_ITW-RAI_magenta 20210924_1220_ATS-level-1-serv-2-peak 20210924_1305_ATS-level-1-serv-2-offline
Location of the issue	Whole network
Type of train	All
Train ID	
Occurrence	Once