

Teamwork not working 2011-11-29, between 2.30 and 3.45 pm

teamwork.jacobs-university.de was unresponsive

At around 2:30 p.m the tomcat server running our Atlassian Confluence instance stopped responding.
Repeated restarting and rebooting of both the tomcat machine and the MySQL database server did not fix the unresponsiveness.

cause

According to the manufacturer's website there is a [known error in Apache Tomcat 6.0.24](#) - the exact version we are using with our openSUSE 11.3 installation.

After creating a snapshot of the machine as quick backup solution operating system vendor's update packages were installed, which fixed the behavior at 3:45 p.m.