Reason for Outage (RFO), 2/7/2019 - Datacenter Power Outage

At approximately 07:30 on Feb 7, 2019 All sites and resources hosted at the main datacenter became unreachable. By 08:00 sites began coming back online. Some services took longer to come back online before 100% functionality was restored.

The main data center experienced a catastrophic power failure. The redundant systems designed to provide power during an outage failed to come online. Power was restored incrementally and by 08:15 all power was restored. A card in a core piece of equipment failed at the same time. We have not been informed if this was the cause, or if it was a result of the power failure. After power was restored we also discovered that several automated startup configurations did not perform as expected. One final issue that affected a smaller number of sites was discovered on a load balancing devices. A service that had been disabled was reenabled by the startup procedures.

We communicated with the data center provider during the process until they were able to restore power and replace the failed card. Once power was back online, and we discovered that virtual servers were not restarting as expected, we began manual startup procedures to bring all resources back online. After all resources were back online we discovered the issue with a load balancer device. We were able to troubleshoot with the vendor and discovered that a previously disabled service had been enabled and was causing conflicts. The service was stopped, and with the vendors assistance it was disabled.

We will be performing audits on the automatic startup configurations and will make any adjustments necessary. We are awaiting a more detailed report from our upstream provider regarding preventative measures to ensure an outage like this does not occur in the future.

Please know we take your website availability seriously. When an outage occurs we do our best to analyze the root cause and take steps to prevent future instances to the best of our ability.

For additional information feel free to contact us. The network team can be reached at networkteam@smartz.com or 541-388-4398.

Sincerely,
Joel Gray
Network Engineering Team