



Reason for Outage (RFO) 2/10/2020 - Stunnel outage

At 7:15 AM certain sites in the main Pixelsilk cluster became unreachable.

Root cause analysis shows that the stunnel service, which provides SSL termination, stopped on a load balancer device.

Once we determined which sites were affected, we restarted the stunnel service which immediately brought the sites online.

As of this time, we have not been able to pinpoint the reason the service stopped. We have supplied the appliance vendor with the necessary information to help track it down. In the meantime they've recommended a preventative action which we will be implementing during our next weekly maintenance cycle on Tuesday, February 11th. This should not result in any further downtimes due to the high availability configuration.

Please know that we take your website availability very 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