



Reason for Outage (RFO), 9/15/2020 - Bend Data Center Outage

At approximately 08:07 sites hosted in the Bend data center became unreachable. The condition lasted for approximately 7 minutes after which time sites came back online. After the main condition was resolved there were intermittent "503 Service Unavailable" responses from various sites in the main Pixelsilk cluster. The intermittent issues continued throughout the day while troubleshooting was taking place and was mitigated by approximately 15:30.

The cause of the initial data center outage was determined to be a brief power loss during a planned UPS maintenance window in one of the redundant legs in the data center and a failure of the automatic generator failover. This caused an unusual situation whereby the main firewall cluster (which uses both power legs) did not failover in a normal manner. The subsequent intermittent problem has been tracked down to 2 specific Pixelsilk servers in the main cluster. The servers are losing connectivity intermittently and we are still troubleshooting the reason.

The power event resolved itself. The 2 Pixelsilk servers that continue to have problems have been removed from the cluster and are not currently serving traffic. We are continuing to work on those servers and will add them back once the underlying problems have been resolved.

The data center facilities team has assured us that the issue with the UPS has been resolved. We are also pursuing multiple avenues to determine why the firewall cluster did not fail over appropriately. We are also evaluating an upgrade to newer hardware that includes redundant power supplies to avoid this in the future.

Please know 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