

HostDime USA Data Center Outage Report

Event Summary

Date: 09-28-2013

Power Outage Time: 07:59AM EDT - 9:15AM EDT

Services Affected: Power to portion of our data center

Summary of outage:

At approximately 7:59AM EDT on Saturday, Sept. 28, 2013, our monitoring system alerted on-site NOC engineers that there were a large number of servers down. During inspection of those servers the NOC staff realized there were several rows of server racks in the data center that had servers powered off. Immediately thereafter, we had over 20 on-site staff begin work restoring power to those servers. In parallel, we had our internal engineers and UPS engineers (from Eaton Power) actively tracing the source of the outage. Power from the UPS was immediately bypassed while electrical load was shifted to our generators to prevent any further power-related issues that could possibly originate from the UPS. At 9:15AM EDT, power was restored and 95% of the affected servers came online. The remaining 5% of the servers had to be consoled one-at-a-time to investigate in detail why they failed to power on automatically. Unfortunately, some of these servers saw extended downtime, which lasted into the afternoon on Saturday.

After all the UPS logs were checked in detail, the source of the outage was located. It originated from the emergency shut off valve to two of our Eaton 9390 UPSes. This shut off valve is normally used for emergency reasons only. Essentially, if there is a fire in the building or something else of a very serious nature, this shut off valve could be used to turn off the UPSes as swiftly as possible. The fire department mandates this type of valve in all buildings so when they are on site, they can shut down power to certain areas of the building. With this valve triggered, the system performed as it should, turning off all power to the units. Two out of four UPSes were switched off by the valve, thus switching off power to sixteen rows of cabinets in our facility.

We immediately realized who probably triggered this valve accidentally. During the past few months, the Data Center walls have been getting a new paint job. After confronting one of painters that was contracted for the job, he did confirm he accidentally hit one of those valves with his elbow (See Fig. 1 which shows a close up of the valves, and Fig. 2 that shows the painting area). As you can imagine, this was huge disappointment to know this error by the contractor was

the cause of an outage to our systems. Our engineers work diligently to ensure all our systems are always functioning correctly to be able to provide the highest level of uptime. For something like this to happen is extremely disappointing to us, and we will work diligently to prevent any sort of outage like this in the future. The good news is we know our UPS and power systems were not at fault.

Corrective Action:

The shut off valves to the various systems in the data center are enclosed in a room within the power section of the facility. We have implemented a policy that no contractor or entry-level employee is allowed access to that room without management supervision. We also plan to place covers over the valves to prevent accidental tripping and manually check the values regularly to ensure they have not been tripped.

While this outage was a direct result of human error, we take this very seriously since the trust you put in us, as your provider, is a very important commitment. We appreciate your patience and understanding during this time and assure you we will work to regain the trust of you, our valued clients.

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Fig 1. Close up of the shut off valves within our Power Room

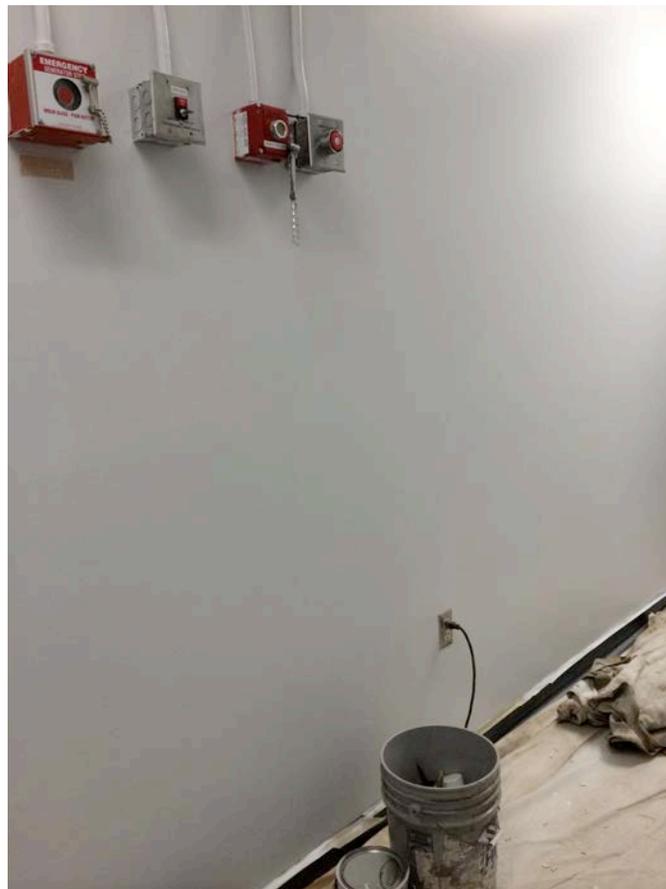


Fig 2. Wide shot of the area of work