

HostDime USA Data Center Outage Report

Event Summary

Date: 03-24-2013

Time: 09:20AM EDT - 9:40AM EDT

Services Affected: Power to portion of our data center main floor

Summary of outage:

At approximately 9:20 AM EDT, our power monitoring systems detected loss of power to breaker panel A of the main data center floor. HostDime NOC Engineers immediately began to troubleshoot issues with the panel which revealed that the panel had failed completely. Panel A is located on the A side of our power infrastructure. The facility has 2 service levels of power (A + B) with each level having 3 main breaker panels that distribute the power levels to the main floor. This panel failure affected one third of the clients on the A side who didn't have A/B power feeds. This outage did not affect anyone on the B side nor on two thirds of the A side. Breaker panel failures are extremely rare, however we actively stock replacement breaker panels in preparation for such events should they ever occur in the future.

Corrective action to prevent future occurrences:

Once the failed panel was detected as the point of failure, it was replaced with a new one we had in stock. The new panel was in place and power was fully restored within 20 minutes of the issue being detected. Due to the nature of the failure, there were residual issues that affected some clients' services and caused extended downtime.

Comments:

We apologize for the downtime this outage caused as well as any frustration you may have. We understand the high level of trust you place in our data center infrastructure and with the new panel in place this issue should not occur again. In the 10 years we have operated our facility, this has only happened once and is not something we foresee happening again.

Issue Date: 03-24-2014