

SGE Hosting Services - Outage Report

Outage Details

Rating: **Critical**
(Critical is a situation affecting all systems with or without a known cause and where the mitigation of DR failover is required.)
Date: 9th June 2019
Period affected: 04:30 - 09:20 (CET)
Service Impact: Failover Communication Failure

Cause

The outage was caused by a failure of the blade server that contains the routing software managing internet traffic at our hosting provider. This resulted in the loss of internet connection to all servers. All SRO servers were active, but unreachable.

Recovery

The routing solution should be configured for High Availability and be contained on two separate physical blade servers, if one fails the other should take over with only a few minutes of downtime.

Due to a configuration error the routing solution was only present on the physical server that failed. Restoring this server restored internet connectivity and therefore access to the SRO servers.

Ongoing issues

We do not expect any further issues due to this cause.

Future mitigation

The routing solution has now been configured correctly running on a pair of virtual servers that are located on separate physical blade servers. A single blade failure in the future should not result in loss of connectivity. Obviously we do not expect hardware to fail, but this solution mitigates against lost connection due to hardware failure of a single physical server.

Total Outage Recorded approx: 4hours 50 minutes