Sharedband
Faster Broadband Today

Incident Report

Sharedband Service outage 25th February 2018

Executive Summary

On the 25th February, Sharedband experienced a critical service outage which impacted all services hosted in the London data centre.

At 10:00, both the A and B power circuit breakers that feed the Sharedband cabinet, tripped. Sharedband opened a Severity 1 ticket with their collocation provider who upon investigation, located the tripped circuit breakers and restored power to them.

Power was restored by 12:36 and service restored at 12:50.

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Incident Details

On the 25th February at 10:00, both the A and B power circuit breakers to Sharedband's cabinet tripped. Sharedband Infrastructure engineers were alerted and began investigating.

By 10:20 engineers had ruled out any possible upstream and local network equipment problems and found that even access to the out-of-band management station was not available. A Severity 1 ticket was opened with the collocation provider.

At 10:50 there had not been any feedback from the provider and the ticket was escalated. Sharedband were informed that all support staff were allocated to calls and one would be made available as soon as possible.

At 11:30 Sharedband engineers initiated DR protocols and began initialising network configurations and restoring virtual machine backups in order to restore the service in the DR facility.

At 12:10 Sharedband were notified that the circuit breakers for both the A and B power feeds to the cabinet were found to be off and that an electrician had been called for to restore the circuit breakers.

At 12:32 the circuit breakers were restored and Sharedband's hardware started to initialise. By 12:50 all services had restored and engineers removed the DR configurations from the remote Data Centre.

Root Cause Analysis

Both the A and B power feeds are connected into an APC Automatic Transfer Switch which is able to switch between either power feed in less than 4ms, providing seamless power redundancy. It is not known what power incident happened to cause both the circuit breakers to trip.

Mitigation

The A and B power feeds will be removed from the Automatic Transfer Switch and connected directly into separate power distribution bars, eliminating the need for a transfer switch.