



# Incident Report

Sharedband Service outage London 10<sup>th</sup> April 2018

## Executive Summary

On the 10<sup>th</sup> April at 15:25, Sharedband experienced a power outage in the London data centre, affecting all services.

The outage was caused when redundancy on the power in the cabinet failed, as a standby power feed was being moved to a newly installed Power Distribution Unit.

The power was restored at 15:26 and engineers restored service by 15:50.

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# Incident Details

On the 10<sup>th</sup> April, Sharedband engineers were installing a new Power Distribution Unit (PDU) in London. The installation of this PDU is to improve the power redundancy in the cabinet by having the A and B power feeds on completely separate PDU's and not having a power switch, switch between the A and B feeds as it is currently set up. As there is redundant power in the cabinet this was deemed to be a non-disruptive change.

Before removing the B-Feed from the power switch, Engineers checked the power switch to ensure that the A-Feed was the selected feed and that it was indeed supplying power. Once it was verified that the A-Feed was the primary feed, engineers removed the B-Feed from the power switch in order to connect it to the new PDU.

15:25: The power switch LCD display immediately registered that the load on the switch had dropped. The B-Feed was immediately connected back into the power switch and power to rack was restored.

Engineers proceeded to log into servers to restore the Sharedband NOC's in order for the Aggregation Servers to reconnect once powered up and by 15:50 the Aggregation servers were up and passing traffic.

# Root Cause Analysis

Power readings were verified on the power switch that the primary power feed selected and in use was the A-Feed and that it was running 230v at 50Hz. There are no logs on the power switch indicating that any error condition occurred when the B-Feed was removed from the switch.

The power switch will be removed from production in a scheduled expedited maintenance window.

# Mitigation

The power switch is deemed to be unreliable and the A and B power feeds will be removed from the power switch and connected directly to two separate PDU's. Services will then be split across the PDU's to ensure maximum uptime and resilience.

In future a scheduled maintenance notification will be raised for any work, disruptive or not, and all work will happen outside of production hours.