VpsCity QST Data Centre Outage Incident Report

Thursday, August 29, 2019
By the VpsCity Infrastructure Team
Tarquin Douglass, CEO

Today we experienced an outage at one of our racks in the Queen Street Data Centre and hereby provide an incident report to detail the nature of the outage. The following is the incident report for the Queen Street outage that occurred on August 29, 2019. We understand this service issue has impacted our valued customers and their users, and we apologise to everyone who was affected.

Issue Summary
From 8:42 AM to 11:30 AM various servers / services hosted in our Queen Street Data Centre were inaccessible, however service restoration began at 10:31 when power was restored.

Timeline
8:42 AM: Outage Begins
8:45 AM: Network Admins investigating
9:00 AM: Engineer despatched to Data Centre
10:05 AM: Engineer reported no power in cabinet
10:14 AM: Faulty PDU identified
10:30 AM: Temporary PDU installed
10:34 AM: Staggered system restoration begins
11:30 AM: All systems restored
3:00 PM: New PDU installation completed

Root Cause
At 8:42 AM PDU F in QST Cabinet 66 failed. All power in the cabinet failed over to PDU E, causing an overload which triggered a trip switch on PDU E, resulting in no power in the cabinet.

Resolution and recovery
At 8:42 AM the monitoring systems alerted our engineers who investigated and quickly determined the issue.
By 9:00 AM an engineer was despatched to the Data Centre as remote systems were unresponsive.
At 10:05 AM our engineer reported no power in the cabinet and then identified a faulty PDU.
At 10:30 AM a temporary PDU was installed and staggered system restoration took place.
By 11:30 AM all services were restored.

Corrective and Preventative Measures
Along with installing a higher rated PDU to deal with unexpected surges, we have also migrated various servers to different locations to reduce the power load in Cabinet 66. Plans are underway to roll out high available DNS to ensure automatic failover from primary resolvers should they go down.