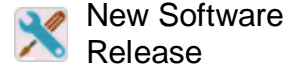



SmarttNet Network Status - 2008 Archive




Date: 12/28/2008 

Time: 1:00 AM

Duration: 11.5 Hours

Affected Customers: Websites hosted on the web server Carbon that use MySQL databases

Reason of Outage: Mysql server crashed. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 12/05/2008 

Time: 12:02 AM

Duration: 6 Hours

Affected Customers: Websites hosted on the web server Carbon

Reason of Outage: Configuration error. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 12/06/2008 

Time: 11:00 PM

Duration: 2 Hours

Affected Customers: Windows Web Server and IPI Server customers

Reason of Outage: Due to Scheduled Maintenance, interruption of the web site access could occur to some users. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 10/25/2008 

Time: 12:37 PM

Duration: 1 Hour

Affected Customers: Customers attempting to sent email through smtp.smartt.com. Incoming email slowed.

Reason of Outage: Component of mail system crashed. Server configuration has been adjusted to have additional checks to better automatically recover from such errors. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 10/22/2008 

Time: 12:13 PM

Duration: 42 Minutes

Affected Customers: Customers with domains on the legacy Dowco mail system including @dowco.com accounts

Reason of Outage: Disk capacity problems on smtp-be1 caused problems for users of imap (including webmail) and may have delayed incoming mail or caused errors when trying to send. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 10/16/2008 

Time: 5:07 PM

Duration: 23 Minutes

Affected Customers: Customers on the legacy Dowco mail server who have not yet migrated to the new system.

Reason of Outage: Raid card firmware crash. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 10/06/2008 


Time: Morning - 11:30 AM


Duration: See above


Affected Customers: Email users of the 4 domains remaining on the Lisa mail server

Reason of Outage: Saturday's power outage caused the failure of one of the hard drives on Lisa and file system corruption on another. The corruption has been repaired and the failed drive removed from the system configuration. The remaining domains will be migrated off the server today. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 10/04/2008 
Time: 2:38 PM
Duration: 1 Hour 10 Minutes
Affected Customers: All Customers
Reason of Outage: On October 4th, 2008, a car crashed into a Burnaby bchydro substation at approximately 2:02pm, taking out the power in three neighbourhoods and affecting 2100 BC Hydro customers. SmarttNet's UPS Battery backup carried the load until 2:38pm. The subsequent outage lasted until 3:45PM after which time full service was restored. We apologize for the inconvenience. Please direct all your inquiries to outage@smartt.com.

Date: 09/24/2008 
Time: Early Morning
Duration: Early Morning to 9:00 AM
Affected Customers: Customers on the web server Carbon who require php4 enabled for compatibility reasons.
Reason of Outage: PHP4 configuration problem. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 09/07/2008 
Time: 04:38 AM
Duration: 3 Hours
Affected Customers: Customers using webmail on the new mail server, the mailadmin system. pop/imap and authenticated smtp may have also been affected.
Reason of Outage: Database problems. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience

Date: 08/18/2008 
Time: 04:45 PM
Duration: 85 Minutes
Affected Customers: Customers on the new mail server (Barium)

Reason of Outage: Hardware problems. The main board was replaced in an attempt to fix the hardware problems we have been experiencing. Upon replacement, problems were encountered with the raid card, so it was also replaced. The firmware on the new hardware then needed to be updated and the bios configuration set, which is unfortunately a very slow process. The server is now up and no more problems are expected. Due to the combined factors of the raid re-syncing, the fsck of the drives due to the ungraceful shutdowns, and the large influx of mail from the downtime, the server will be slow for the next few hours and you may experience timeouts or authentication errors due to the unusually high load. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 08/18/2008 

Time: 11:00 - 11:05, 11:25 - 11:49, 11:49 - 12:09, 12:44 - 13:17, 13:55 - 13:59, 14:00 - 14:11, 14:20 - 14:24, 15:07 - 15:12

Duration: See Above

Affected Customers: Customers on the new mail server (Barium)

Reason of Outage: Hardware problems. We have called in a tech from IBM to replace the server main board at 4:00PM today. There will be a scheduled outage at this time of approximately half an hour. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 08/14/2008 

Time: 15:15-15:20, 15:45-16:10, 16:29-22:00

Duration: See Above

Affected Customers: Customers using the new mail server (Barium).

Reason of Outage: Due to multiple spontaneous reboots and lockups, the server was brought for several hours down to diagnose and fix the underlying hardware problems. Upon deep investigation, the problem was determined to likely be the RAID card. On advice of IBM technicians, we upgraded the BIOS and the firmware on the RAID card to a version released last week which has solved the problems. We also brought in a replacement card to replace the current one in the event that further problems occur.


Date: 08/14/2008 

Time: 09:19 PM

Duration: 21 Minutes

Affected Customers: Customers using the unix web server Carbon

Reason of Outage: To help ensure continued stability and reliability, the server was brought down for 20 minutes to upgrade the raid card's firmware, system bios, and remote management bios.

Date: 08/12/2008 

Time: 11:00 PM

Duration: 5 Minutes

Affected Customers: Unix web hosting customers on the server Carbon

Reason of Outage: Kernel Update_Scheduled Server Reboot-Carbon. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 08/12/2008 

Time: 11:00 PM

Duration: 5 Minutes

Affected Customers: Mail customers behind the Barracuda spam firewall. This includes all former Dowco customers, iMail customers, and customers who have moved to the new mail system. The affect of this will only be a slight delay in arrival of new incoming email messages sent during this time. The exact delay depends on the configuration of the sending mail server. It will also cause a brief delay for customers sending mail through or having aliases/forwards on the Tigger/datapark mail server.

Reason of Outage: Scheduled Firmware upgrade of Barracuda spam firewall

Date: 08/05/2008 

Time: 02:45 PM

Duration: 15 Minutes

Affected Customers: Email customers using the mail server November (mail.smartt.com)

Reason of Outage: Configuration changes to help with spam problems caused brief outages due to service restarts and high server load. We apologize for the inconvenience.

Date: 07/30/2008 

Time: 11:30 AM

Duration: 80 Minutes

Affected Customers: IMail Customers

Reason of Outage: Corrupted emails in the Queue manager. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 07/08/2008 

Time: 12:56 PM

Duration: 50 Minutes

Affected Customers: 1/3 of the Aggregated ADSL customers

Reason of Outage: One of the Aggregated ADSL servers has a database/configuration failure. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/20/2008 

Time: 10:57 AM

Duration: 6 Minutes

Affected Customers: SmarttNet Datacenter

Reason of Outage: Human Error. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/10/2008 

Time: 10:00 PM

Duration: 15-30 Minutes

Affected Customers: Unix web hosting customers on the server Carbon, mostly former Dowco and Jurock/Featureweb customers

Reason of Outage: Replace a faulty hard drive backplane, adjust BIOS settings, confirm firmware updates.


Date: 05/10/2008 

Time: 07:16 AM

Duration: 20 Minutes

Affected Customers: Unix web hosting customers on the server Carbon, mostly former Dowco and Jurock/Featureweb customers

Reason of Outage: Firmware upgrades. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/10/2008-05/11/2008 

Time: Between midnight until 6 am

Duration: 6 Hours

Affected Customers: All Customers

Reason of Outage: Relocating fibre optic cable due to construction project. Cable must be moved or it will be cut. MTS Allstream must perform forced fibre relocations on our Starcom cable between Vancouver and Seattle.


Date: 05/07/2008 

Time: 12:09 pm

Duration: 2 Hours

Affected Customers: ADSL customers in the Penticton and Kelowna area connected to the Kelowna Central Office.

Reason of Outage: Telus core ATM went down as a result of hardware failure. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/01/2008 


Time: 7 am


Duration: 2 Hours


Affected Customers: Jurock/featureweb email users

Reason of Outage: Hardware replacement of the mail server Lisa. The server hardware has been replaced. A new backup is currently being generated. No more downtime is expected from this server.

Date: 04/29/2008 
Time: 1 am
Duration: 6 Hours
Affected Customers: Jurock/featureweb email users
Reason of Outage: Lisa is continuing to have intermittent problems while we prepare to migrate data to a new server. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 04/28/2008 
Time: 5 am
Duration: 5.5 Hours
Affected Customers: Jurock/featureweb email users
Reason of Outage: The mail server Lisa had a partial hard drive failure causing a major disruption of email services. Server is now running off backup drive. Mail service will be slow while the server catches up on the missed email. There may be an additional planned outage in the evening or night in the near future to add a new backup drive. Migration of accounts from this server to our new mail server will start soon to prevent further problems.

Date: 04/27/2008 
Time: 3:15 AM
Duration: 7 Hours
Affected Customers: Jurock/featureweb email users
Reason of Outage: Further issues cause by failing drive. Server was brought back into a working state. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 04/25/2008 
Time: 10:00 PM
Duration: 3 Hours
Affected Customers: Jurock/featureweb email users

Reason of Outage: Planned emergency maintenance to attempt to repair failing hard drive. Replacement was unsuccessful due to unexpected technical problems and server was restored to previous state.

Date: 04/22/2008 

Time: 12:30 PM - 3:10 PM

Duration: 1.5-2.5 Hours

Affected Customers: All ADSL customers. The non-ADSL+ network came back around 2:20pm. The ADSL+ network came back up around 3:10pm.

Reason of Outage: General outage on Telus ADSL backend. Telus still hasn't given a specific reason for the outage.

Date: 04/05/2008 

Time: 11:00 PM - 5:00 AM

Duration: 6 Hours

Affected Customers: Customers' Managed Services that traverse or terminate on the indicated in New Westminister, BC

Reason of Outage: NETWORK UPGRADES - Upgrade of NWMR73. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 04/02/2008 

Time: 6:00 PM

Duration: 10-30 Minutes

Affected Customers: Burnaby Dialup, Wireless Customers

Reason of Outage: Final stage of datacenter move. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 03/09/2008 


Time: 2:00 AM


Duration: 10 Minutes


Affected Customers: ADSL, SDSL, and Extended LAN


Reason of Outage: Reason for Outage: Cisco IOS bug. Some MAC addresses were not resolved properly. If you have any questions or concerns, please feel free to contact us.

We apologize for the inconvenience.

Date: 03/02/2008 
Time: 1:00 AM
Duration: 4 Hours
Affected Customers: All Customers
Reason of Outage: Reason for Outage:As part of our infrastructure upgrade, we will be physically moving essential devices. The outages experienced by customers will be intermittent. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/16/2008-02/17/2008 
Time: 2:00 AM
Duration: 4 Hours
Affected Customers: All Customers
Reason of Outage: Each night 1 upstream provider will connect fiber to our new data center. This transition will result in intermittent outage to various services. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/07/200-02/08/2008 
Time: 5:30 PM
Duration: 5 Minutes
Affected Customers: Some DSSL, Fiber Customers
Reason of Outage: One of our upstream providers will be making some fiber based software. This will allow us to apply some of the recent infrastructure upgrades we have implemented. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 01/06/2008 
Time: 10:05 AM
Duration: 0.5 Hour

**Affected
Customers:**

SmarttNet Web Mail

**Reason of
Outage:**

One of our mail servers experienced an unexpected shutdown during standard daily maintenance. The service was restored within 35 minutes. The service outage did not affect all customers. We apologize for any inconvenience this may have caused.