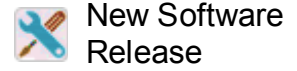


SmarttNet Network Status - 2009 Archive



Date: 12/30/2009

Time: 2:50 AM PT

Duration: 1 Hours 35 Minutes

Affected Customers: The 3 customers on the windows Cold Fusion server, Strontium

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

Date: 12/28/2009 by Telus

Time: 10:50 AM - 12:50 PM PT

Duration: 2 Hours

Affected Customers: All ADSL Customers are down.

Reason of Outage: Telus Fiber Transceiver equipment issues. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 12/18/2009

Time: 21:00 - 22:00 PM PT

Duration: 60 Minutes

Affected Customers: No customer should be affected by the server software updates.

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


Date: 12/18/2009

Time: 21:00 - 22:00 PM PT

Duration: 60 Minutes\

Affected Customers: All Windows web hosting customers

Reason of Outage: Regular Windows update and restarting server. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 12/16/2009 

Time: 06:00 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month around 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 11/27/2009 

Time: 04:45 PM PT

Duration: 10 Minutes

Affected Customers: SmarttNet Colocation Customers in Row F

Reason of Outage: Internetwork Operating System (IOS) Upgrade was scheduled at 11:30 PM PT. However, there was an Operation Error which made IOS Update take affect ahead of time. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 11/20/2009  by Bell

Time: 00:00 AM PT

Duration: 2 Minutes

Affected Customers: SmarttNet Fiber Customers at specific locations in Vancouver

Reason of Outage: Update Trunking Configuration of Slot 5 Port 1-8 Ethernet. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 11/18/2009 

Time: 05:30 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month around 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 11/12/2009  by Telus

Time: 12:30 PM PT

Duration: 8 Hours

Affected Customers: Specific SmarttNet Arista Customers

Reason of Outage: Telus is experiencing a problem with PGS (PPPoE) network for all ISP's. RFO: a card's CPU usage was pinned to 100%. Vendor was involved to resolve the issue. We apologize for the inconvenience.

Date: 10/23/2009 

Time: 11:30 PM PT

Duration: 2 Hours

Affected Customers: SmarttNet Web Hosting Customers on Windows Server

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


Date: 10/21/2009 

Time: 06:00 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month around 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 10/14/2009 

Time: 09:30 AM PT
Duration: 15 Minutes
Affected Customers: SmarttNet's automatic off-site backup customers
Reason of Outage: Server Upgrade. Customers will experience an outage of approx fifteen (15) minutes during the upgrade. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 09/17/2009 

Time: 04:45 PM PT

Duration: 10 Minutes

Affected Customers: Any Customers use mailadmin.smartt.com and mailreseller.smartt.com during upgrade period.

Reason of Outage: Interface Upgrade for mailadmin.smartt.com and mailreseller.smartt.com. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 09/16/2009 

Time: 05:30 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month around 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 08/27/2009 


Time: 2:00 - 4:40 AM, 5:09 - 5:28 AM PT

Duration: 2:00 - 4:40 AM, 5:09 - 5:28 AM PT

Affected Customers: Customers connected to Switch A701 & E101

Reason of Outage: Switch A701 went offline at approximately 2:00AM. There were no hardware or software faults in the log except that port01 went down first and then came back up several seconds later. Following this, all the ports on the switch went down, and complained about VTP domain being mismatched. The switch behavior has

been changed to a routed port to prevent any further related VTP/STP issue. Switch E101 - failing GBIC. Had to reset the 2 ports to get the switch back online. Port gi0/2 didn't come back up even other the reset to prevent interface flapping, it is now manually shutdown - ie only gi0/1 is up. We apologize for the inconvenience.


Date: 08/24/2009  by Telus

Time: 11:50 PM - 09:45 AM PT

Duration: 10 hours and 55 minutes

Affected Customers: PGS based customers and VPOP customers on GigE 1/0 card in VANCBC01AR08 in Lower Mainland BC

Reason of Outage: PGS based customers and VPOP customers on GigE 1/0 card in VANCBC01AR08 in Lower Mainland BC experienced degraded service with their ADSL connections due to high CPU utilization. Trouble came clear while support was investigating the issue. Technicians working with the Vendor currently suspect there may be a defect in the code. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 08/19/2009 

Time: 06:00 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month around 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 08/05/2009 


Time: 2:20 PM PT


Duration: 10 Minutes


Affected Customers: Customers on the web servers Flanders and Hibbert

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


Date: 08/05/2009 
Time: 3:10 AM PT
Duration: 6 Hours 26 Minutes
Affected Customers: Customers on the web servers Flanders and Hibbert
Reason of Outage: Power supply died. Also a brief outage of around 5 minutes 11:15 - 11:20 due to kernel panic due to file corruption or a damaged motherboard. We are building a replacement for it. There will be a brief outage later when we switch to the new firewall. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 07/16/2009 
Time: 06:00 PM PT
Duration: 15 Minutes
Affected Customers: SmarttNet Website
Reason of Outage: Hardware migration. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 07/15/2009 
Time: 05:30 PM PT
Duration: 30 Minutes
Affected Customers: No customer should be affected by the monthly generator test.
Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month at 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 07/10/2009 
Time: 11:59 PM PT
Duration: 2-4Hours Intermittent
Affected Customers: All customers at various stages

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

Date: 07/07/2009 

Time: 12:03 AM PT

Duration: 7 Hours 30 Minutes

Affected Customers: Customers on the web server Carbon

Reason of Outage: A customer was hacked. Hacker's attack interfered with the standard automatic nightly maintenance causing a web service failure. An unrelated failure of the monitoring system caused the outage to be longer than it would otherwise be. We are continuing to investigate the hack incident. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 06/30/2009 

Time: 06:36 PM PT

Duration: 45 Minutes

Affected Customers: Customers on the web server Krypton

Reason of Outage: Uncertain. Failing hardware suspected. We will continue to monitor it and expedite the plans to replace it. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 06/17/2009 

Time: 05:30 PM PT

Duration: 30 Minutes

Affected Customers: No customer should be affected by the monthly generator test.

Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month at 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 06/16/2009 

Time: 12:55PM PT

Duration: 20 Minutes

Affected Customers: Abbotsford Dial Up Customers

Reason of Outage: Moving SmarttNet Abbotsford Dial Up Server to a new location. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 06/04/2009 

Time: 12:04AM PT

Duration: 28 Minutes

Affected Customers: Customers with sites hosted on the web server Carbon

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


Date: 06/03/2009  **By Telus**

Time: 11:00PM PT

Duration: (24 Hour Clock) 23:00 - 05:00 AM PT

Affected Customers: Penticton, BC (PNTNBC02DE02)

Reason of Outage: TELUS technicians will be installing a new version of operating system software on our Penticton ADSL switch to address bugs with the current version and add additional functionality. This work will result in a brief 20 minute outage while the switch reboots. Please accept our apologies for any inconvenience caused. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 05/26/2009 


Time: 10:00AM PT


Duration: 10:00AM PT


Affected Customers: SmarttNet Webmail Customers


Reason of Outage: New minor software release for webmail.smartt.com. If you experience any issues with the web interface, please refresh the page or clear your cache. If you find messages not disappearing when you delete them, go to personal settings and uncheck the "Flag the


message for deletion instead of delete" box and click save. If you have any questions or concerns, please feel free to contact us.


Date: 05/20/2009 
Time: 05:30 PM PT
Duration: 30 Minutes
Affected Customers: No customer should be affected by the monthly generator test.
Reason of Outage: Generator will be tested once a month on every 3rd Wednesday of the Month at 5:30 PM. The total test time will be 30 minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/19-20/2009 
Time: 12:09PM PT
Duration: 21 Hours and 35 Minutes
Affected Customers: Customers who use webmail to change their rules/vacation messages/passwords/forward settings. mailadmin.smartt.com was not affected by this problem.
Reason of Outage: A minor configuration change on the webmail server had the unanticipated side effect of causing errors in the pages that allow you to change the webmail preferences listed above. The problem was reported the morning on the 20th and soon corrected. Existing preferences continued to work, it was only the interface to change them that was affected. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 05/16/2009 
Time: Intermittent 11:30PM to 01:30AM PT
Duration: 2 Hour Window
Affected Customers: Customers with Web hosting, email service, and IPI Photo services will receive intermittent disruption during the specified time period.
Reason of Outage: Software upgrades. Total downtime expected is approximately 5-15 minutes however a large window has been selected to account for any unexpected problems. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 05/16/2009 
Time: 11:30PM to 11:45PMPT
Duration: 15 Minutes
Affected Customers: All Arista Customers
Reason of Outage: Arista maintenance and hardware update. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/11/2009 
Time: Intermittent 10:00PM - 12:00AM PT
Duration: 2 Hour Window
Affected Customers: Customers on the web server Carbon
Reason of Outage: Software upgrades. We expect multiple brief outages during the 2 hour window of a few minutes each and one 5 minute outage. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 05/09/2009 
Time: 12:04 AM - 01:44 AM PT
Duration: 1 Hour, 40 Minutes
Affected Customers: Customers on the web server Carbon
Reason of Outage: A customer site was hacked due to security problems with that customer. We are still investigating the situation but it appears to be a hacked ftp account. The malicious code inserted by this hacker interfered with the nightly web log rotation process causing some downtime. I suspect the code was designed to hijack the web server but was unable due to security restrictions resulting in a failure of the web server instead. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 05/05/2009 
Time: 05:00PM - 05:10PM PT
Duration: 10 Minutes

Affected Customers: All Arista Customers

Reason of Outage: Arista maintenance and hardware update. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 05/05/2009 

Time: 11:59PM - 12:05AM PT

Duration: 5 Minutes

Affected Customers: All Arista Customers

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


Date: 05/05/2009  **By Telus**

Time: 01:00AM - 05:00AM PT

Duration: ESTIMATED OUTAGE PER CIRCUIT: 15 Minutes

Affected Customers: Vancouver, BC

Reason of Outage: TELUS PLANNED MAINTENANCE - TELUS Technicians will be replacing an ATM line card at our switch located in Vancouver, BC. The card is being replaced to expand the amount of available memory. This will result in a brief fifteen minute outage to your wholesale ADSL bridge groups provisioned on the TELUS network. Please accept our apologies for any inconvenience caused.

Date: 04/15/2009  **By Telus**





Time: 01:00AM - 05:00AM PT

Duration: ESTIMATED OUTAGE PER CIRCUIT: 10 Minutes

Affected Customers: This activity will affect your Managed Data/IP and or ADSL services in the White Rock, BC area.

Reason of Outage: TELUS PLANNED MAINTENANCE - Re-provisioning LAG port. TELUS technicians will be correcting a provisioning error on our ADSL switching equipment located in White Rock, BC. We will be updating the encapsulation on LAG 20 to correct the problem. This will result in a brief ten minute outage to all wholesale ADSL connections provisioned on the TELUS network. Please accept our apologies for any inconvenience

caused.

- Date:** 03/20/2009 
- Time:** 11:30 PM
- Duration:** 01 Hour
- Affected Customers:** IPI customers and SmarttNet website
- Reason of Outage:** Regular maintenance for IPI servers and scheduled upgrade for SmarttNet website server. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.
- Date:** 03/09/2009 
- Update:** These outages have been confirmed to be caused by a bug in libwrap as I have documented in this bug report: <http://www.freebsd.org/cgi/query-pr.cgi?pr=132705>
- Time:** 04:05 AM
- Duration:** 10 Minutes
- Affected Customers:** Database customers on the web server Carbon
- Reason of Outage:** We are continuing to investigate the cause of this recurring problem. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.
- Date:** 02/26/2009 
- Time:** 08:30 AM
- Duration:** 1 Hour
- Affected Customers:** Database customers on the web server Carbon
- Reason of Outage:** The mysql lockup problems continue. We now have three techs investigating this problem. This may be a race condition or deadlock on mysql's code. We will now be restarting the database every morning at 7AM in an attempt to work around this bug and resolving this issue. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.
- Date:** 02/21/2009 
- Time:** 11:30 PM

Duration: 2 Hours

Affected Customers: SmarttNet Mail Server and Websites hosted on Carbon

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

Date: 02/19/2009 

Time: 02:47 PM

Duration: 21 hours (partial unreachability)

Affected Customers: The hand-full of Domains that use ns1/ns2.smartt.com as their authoritative name server.

Reason of Outage: The IPs of these DNS servers were changed, however their old IPs were still cached in the root name servers. When the old servers were shutdown, recursive server that were getting their cached IPs from the root servers would have problems resolving dns for those domains. Not all recursive dns servers were affected by this. We have updated the root servers with the correct IPs and turned the old servers back on to allow additional propagation time. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/17/2009 

Time: 11:30 PM

Duration: Anytime between 12:00AM and 04:00 AM

Affected Customers: No outage is expected. However, there is a very small chance that may happens.

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

Date: 02/15/2009 


Time: 05:51 PM


Duration: 15 Hours


Affected Customers: The 3 mysql customers on Radon


Reason of Outage: This virtual server resides on the server Carbon which was rebooted in an attempt to resolve some other database issues. Due to a configuration error, it lost it's


IP and was not accessible. It was tested. However, because it was tested from the console, this issue was not noticed. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 02/15/2009 
Time: 05:51 PM
Duration: 5 Minutes
Affected Customers: Iridium and ns2 are secondary dns servers, so there should have been no significant interruption
Reason of Outage: These virtual servers reside on the server Carbon which was rebooted in an attempt to resolve some other database issues. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 02/15/2009 
Time: 05:00 PM
Duration: 1 Hours and 45 Minutes
Affected Customers: MySQL Customers hosted on the web server Carbon
Reason of Outage: The database problems continue. Tried switching the threading library to linuxthreads in the hope of improving stability, but that seemed to just make things worse, so I had to switch it back to process scope threads. Based on all things tried to bring it back up, I believe the problem may have been memory corruption. The databases will likely be migrated to another server in the near future to resolve this permanently. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/10/2009 
Time: 01:09 PM
Duration: 2 Minutes
Affected Customers: The remaining three customers who have mailing lists on the legacy Dowco mailing list system.
Reason of Outage: Migration to new hardware. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/07/2009 
Time: 1:40 PM
Duration: 30 Minutes
Affected Customers: Customers with mySQL databases on the web server Carbon
Reason of Outage: MySQL is locked up. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/06/2009 
Time: 12:30 AM
Duration: 30 Minutes
Affected Customers: Websites hosted on the web server Carbon
Reason of Outage: There was a problem with apache segfault. Reboot was not initialized automatically. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/04/2009 
Time: 12:53 PM
Duration: 6 Minutes
Affected Customers: Websites hosted on Carbon
Reason of Outage: The new server does not like the encryption while trying to migrate and install a ssl. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 01/17/2009 
Time: 11:00 PM
Duration: 2 Hours
Affected Customers: Web hosting of Windows server
Reason of Outage: The latest updates will be made to all Windows server, the mail system and Web servers. This will require various brief outages as each component is upgraded. Total downtime for each component is expected to be less than 5 minutes.

Date: 01/13/2009 

Time: 12:00 PM

Duration: No ETA

Affected Customers: ADSL Customers_Vancouver Area

Reason of Outage: There is a network problem in the RGNT CO right now with 2+ ports. There is no ETA yet from Central Office. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 01/09/2009 

Time: 7:56 PM

Duration: 13.5 Hours

Affected Customers: Customers with mySQL databases on the web server Carbon

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