

SmarttNet Network Status – 2010 Archive

Date: 12/15/2010 

Time: 12:00 PM PT

Duration: 30 Minutes

Affected Customers: All Windows Server Web Hosting or FTP Users

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

Date: 12/13/2010 

Time: 12:00 PM PT

Duration: 30 Minutes

Affected Customers: All Windows Server Web Hosting or FTP Users

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

Date: 12/08/2010 

Time: 09:40 PM PT

Duration: 5 Hours

Affected Customers: Web Hosting Customers on Carbon

Reason of Outage: The VDR tried to take a snapshot and failed. Normally, failed snapshot is a harmless process. However, in Carbon's case, the hard drive descriptors of the boot drive and the data drive got swapped -- thus causing Carbon to have an heart attack. The boot drive was recreated using a predefined template and restored with Monday night's data. The data drive (MYSQL database data) was fully recovered. The VDR backup schedule for Carbon has been suspended until further tests/investigations. We do apologize for any convenience this may cause.

Date: 12/03/2010 

Time: 11:00 PM PT

Duration: 15 Minutes

Affected Customers: Web Hosting and Email

Reason of Outage: As part of the phase 2 in our servers migration, there will be a brief outage of the mail and web system as we migrate the network. The ability to access emails and websites will be interrupted for about 15 minutes during the move. We do apologize for any convenience this may cause.

Date: 12/01/2010 

Time: 11:00 PM PT

Duration: 15 Minutes
Affected Customers: Web Hosting and Email
Reason of Outage: As part of the phase 2 in our servers migration, there will be a brief outage of the mail and web system as we migrate the network. The ability to access emails and websites will be interrupted for about 15 minutes during the move. We do apologize for any convenience this may cause.

Date: 11/25/2010 

Time: 06:00 PM PT

Duration:

Affected Customers: Some specific web hosting customers on Carbon server

Reason of Outage: Some web sites on Carbon server were the target of a denial-of-services attack. The attackers were using brute-force password guessing to access web sites.

Some web site files and parts of your database may have been deleted or altered. As soon as our tech agents discovered the attack, we restored files and database from our backup server.

To stop this attack, we have changed the login and password for some sites. If you would need your new FTP login account, please send a request to support@smartt.com.

We have also increased the grace period for failed login attempts to 3 hours. This will help prevent future incidents of brute-force password guessing.

If you have any questions, please call (604) 473-9700 to speak to a SmarttNet technical support agent.

Date: 11/18/2010 

Time: 11:00 PM PT

Duration: 1 -- 5 Minutes

Affected Customers: Email customers

Reason of Outage: As part of our server migration, there will be a very brief outage of the mail system as we migrate the database. The ability to manage emails accounts will be shutdown for about 5 minutes to ensure data integrity during the move. The actual outage of email service is expected to be less than 1 minute. We do apologize for any convenience this may cause.

Date: 11/23/2010  by Telus


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

Estimated

Outage Per 20 Minutes

Circuit:

Affected Customers: Customers in Vancouver, BC
Reason of Outage: TELUS will be performing network maintenance in the Vancouver, BC area. This activity is to troubleshoot a failing optical card. Depending on the trouble found, the card may be replaced and/or optical cables replaced. All services identified will be impacted for a duration of up to 20 minutes within the maintenance window. Clients with a redundant connection will see reconvergence hits rather than outage time. We apologize for any inconvenience this may cause. However, this is a necessary step in ensuring the stability of your services on the TELUS Network.


Date: 11/17/2010 

Time: 11:00 PM PT

Estimated Outage Per Circuit: 2 Hours

Affected Customers: Email customers

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center.


Date: 11/13/2010 

Time: 11:00 PM PT

Duration: 1 -- 5 Minutes

Affected Customers: Email customers

Reason of Outage: As part of our server migration, there will be a very brief outage of the mail system as we migrate the database. The ability to manage emails accounts will be shutdown for about 5 minutes to ensure data integrity during the move. The actual outage of email service is expected to be less than 1 minute. We do apologize for any convenience this may cause.


Date: 11/12/2010 

Time: 11:00 PM -- 00:00 AM PT

Duration: 15 Minutes

Affected Customers: Customers on Antarctic Windows web hosting server

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any convenience this may cause.

Date: 11/06/2010 

Time: 11:00 PM -- 12:00 AM PT

Duration: 15 Minutes

Affected Customers: Customers on August Windows web hosting server

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any inconvenience this may cause.

Date: 11/05/2010 

Time: 00:00 AM PT

Estimated Outage Per Circuit: 9 Hours

Affected Customers: FTP service for web hosting customers and FTP service customers on the server Carbon. Websites themselves worked, but uploading/downloading files via ftp was unavailable.

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

Date: 11/04/2010 

Time: 11:00 PM -- 12:00 AM PT

Duration: 1 Hour

Affected Customers: Customers on Carbon Apache web hosting server

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any inconvenience this may cause.

Date: 10/29/2010 

Time: 11:00 PM -- 12:00 AM PT

Duration: 15 Minutes

Affected Customers: Customers on Flanders Windows web hosting server and Hibbert apache web server

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any inconvenience this may cause.

Date: 10/08/2010 

Time: 11:00 PM PT


Duration: 5 - 10 Minutes

Affected Customers: Customers on Krypton Windows web hosting server

Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any inconvenience this may cause.

Date: 10/07/2010 


Time: 11:00 PM PT
Duration: 5 - 10 Minutes
Affected Customers: Customers on FileMaster server
Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any convenience this may cause.

Date: 10/06/2010 


Time: 11:00 PM PT
Duration: 5 - 10 Minutes
Affected Customers: Customers on ColdFusion server
Reason of Outage: The interruption of your service is necessary as we work towards increasing the protection of your data by making some important improvements to our data center. Even though we are working to make this interruption as brief as possible, we do apologize for any convenience this may cause.

Date: 10/02/2010 

Time: 05:00 AM PT
Duration: 3 Hours and 45 Minutes
Affected Customers: Customers using php on server Carbon
Reason of Outage: Apache webserver processes that served php pages were crashing. The root cause has not yet been determined and is still being investigated. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 10/01/2010 


Time: 03:00 AM PT
Duration: 5 Hours and 35 Minutes
Affected Customers: Customers using php on server Carbon
Reason of Outage: Apache webserver processes that served php pages were crashing. The root cause has not yet been determined and is still being investigated. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 09/30/2010 

Time: 07:50AM PT
Duration: 2 Hours and 20 Minutes
Affected Customers: Web hosting Customers on the server Carbon
Reason of Outage: Web hosting Customers on the server Carbon who make use of php scripts using sessions in their default configuration or use of mysql databases experienced a partial outage of service for those items during the time period. Some other scripts that make use of temporary files may also have been

affected depending on their configuration.


Date: 09/08/2010  by Telus
Time: 01:00 - 05:00 AM PT
Estimated Outage Per Circuit: 30 Seconds
Affected Customers: Vancouver, BC
Reason of Outage: TELUS will be performing emergency network maintenance in the Vancouver, BC area. This activity is to replace a failing card, all services identified will be impacted for a duration of up to 30 seconds within the maintenance window. We apologize for any inconvenience this may cause however this is a necessary step in ensuring the stability of your services on the TELUS Network.

Date: 08/15/2010  by Telus
Time: 01:00 - 05:00 AM PT
Estimated Outage Per Circuit: See Below
Affected Customers: Multiple Locations, BC
Reason of Outage: This change is for the implementation of new redundantly diverse 10Gb links to the TELUS Backbone for the VIDC Shared Hosting Network. The IDC Network Support Team will be replacing the existing bundled 1Gb links that connect each VIDC INET Core to their designated DR's, with a single 10Gb link, which will connect each VIDC INET Core to their newly designated CA. Also during this change window, we will be making a slight modification to our Spanning Tree configuration on the VIDC INET Cores. All work will proceed first on our standby device, that being VIDC-INET-CORE02. We will implement the 10Gb circuit upgrade to the Backbone, working in conjunction with the TELUS LOGICAL DESIGN-IP DESIGN team. Once it has been determined that VIDC-INET-CORE02 is functioning optimally, we will manually failover the active device, that being VIDC-INET-CORE01, so that it now becomes the standby device, and VIDC-INET-CORE02 will now be the new active device. Once VIDC-INET-CORE02 has fully assumed the role of the active core, we will then implement the same 10Gb circuit upgrade on VIDC-INET-CORE01. Once it has been determined that VIDC-INET-CORE01 is functioning optimally, we will manually failback active functionality to VIDC-INET-CORE01, therefore returning VIDC-INET-CORE02 to a standby role. During the course of the change, we will endeavor to minimize disruption. However, there will be multiple short outages with a possible total duration of up to 60 minutes.

Date: 08/12/2010 
Time: 12:00 PM PT
Duration: 15 Minutes
Affected: All Windows Server Web Hosting or FTP Users

Customers:

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


Date: 08/08/2010 

Time: 11:47 AM PT

Duration: 90 Minutes

Affected Customers: Co-Location - Rack F2

Reason of Outage: A PDU in rack F2 was tripped due to 1 or more customers spiking their power usage. Service was restored to the shared PDU and service resumed. Our Resolution: We will now be monitoring the ports connected to the various clients associated with that PDU - this will allow us to respond faster to any future outage. We will also be making sporadic and unannounced power measurements of each client to confirm power usage of clients is within their contracted (and available supply limit). If you have any questions, feel free to contact us.


Date: 08/05/2010 

Time: 9:00 PM PT

Duration: 10-15 Minutes

Affected Customers: All Arista Customers

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


Date: 08/05/2010 

Time: 9:00 PM PT

Duration: 10-15 Minutes

Affected Customers: Specific Windows and Linux Web Hosting customers on Feature Web 2 and Feature Web 3 server

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


Date: 07/28/2010 

Time: 10:00 PM PT

Duration: 10 Minutes

Affected Customers: All Arista Customers

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

Date: 07/19/2010  by Bell


Time: 10:30 AM PT

Duration: 5 Minutes

Affected Customers: All ExtLAN Bell Customers

Reason of Outage: Bell circuit breakers were tripped. This caused Bell network equipments to be

Outage: rebooted for five minutes. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.


Date: 07/16/2010 

Time: 12:00 PM PT

Duration: 30 Minutes

Affected Customers: All Windows Server Web Hosting or FTP Users

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


Date: 06/16/2010 

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: 06/ 14 & 15 /2010 

Time: 12:00 PM -- 12:15 PM PT

Duration: 15 Minutes each day

Affected Customers: Specific Windows Web Hosting customers

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


Date: 06/10/2010 

Time: 11:13 AM -- 4:01 PM PT

Duration:

Affected Customers: All Remote Backup Customers

Reason of Outage: One of the hard disk failed. Replacement is on its way. Please accept our apologies for any inconvenience.

Date: 05/24/2010  by Telus

Time: 01:00 AM - 05:00 AM MT


Duration: 30 Minutes


Affected Customers: Edmonton, AB ADSL Aggregators


Reason of Outage: TELUS technicians will be installing new software on to our Edmonton, AB ADSL Aggregators. This is to address bugs found in the current version of the software. When the device is rebooted, your wholesale ADSL connections provided through the TELUS network will be out of service for up to thirty minutes. Please accept our apologies for any inconvenience.


Date: 05/19/2010 

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: 05/04/2010  by Telus
Time: 06:00 PM - 10:00 PM PT
Duration: 20 Minutes Per Circuit
Affected Customers: North Vancouver ADSL Customers
Reason of Outage: TELUS technicians will be performing software updates on targeted network devices located throughout the North Vancouver, BC region. Once the software has been loaded, each device will be rebooted to complete the process. Service will be interrupted for up to 20 minutes within the maintenance window. Clients may experience more than one outage if their service passes through more than one of the targeted devices. For those clients with multiple connections, you will experience convergence hits rather than outage time. Please accept our apologies for any inconvenience.


Date: 04/14/2010  by Telus
Time: 06:00 PM - 10:00 PM PT
Duration: 20 Minutes Per Circuit
Affected Customers: Vancouver ADSL Customers
Reason of Outage: TELUS technicians will be performing software updates on targeted network devices located throughout the Vancouver, BC region. Once the software has been loaded, each device will be rebooted to complete the process. Service will be interrupted for up to 20 minutes within the maintenance window. Clients may experience more than one outage if their service passes through more than one of the targeted devices. For those clients with multiple connections, you will experience convergence hits rather than outage time. Please accept our apologies for any inconvenience.


Date: 04/21/2010 
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: 04/14/2010 


Time: 11:00 PM PT
Duration: 15 Minutes
Affected Customers: mail customers
Reason of Outage: Scheduled firmware upgrade of the spam filtering system. During this maintenance window, incoming email from outside our network will be delayed. Additionally, customization of spam filters and some features of the mailadmin system will be unavailable.

Date: 03/21/2010  by Telus
Time: Anytime between 01:00 - 03:00 AM PT
Duration: 15 to 30 Minutes
Affected Customers: All Arista Customers
Reason of Outage: Telus will be working on the fiber which the PPPoE/Arista network is running on. The service will be interrupted for up to thirty minutes. Please accept our apologies for any inconvenience.


Date: 03/17/2010 
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: 03/17/2010 
Time: 12:00 AM PT
Duration: 7 Hours (Delayed Email Delivery)
Affected Customers: Email customers using pop/imap accounts
Reason of Outage: Server problems caused incoming locally delivered email to sit in the mail queue starting at midnight until the issues was resolved shortly after 7AM. Outgoing email and aliases/forwards were not effected. No email was lost, only delayed over night. Some email senders may have received delayed email warning emails because of this. We apologize for the inconvenience.


Date: 03/03/2010 
Time: 12:00 AM PT
Duration: 60 Minutes, Intermittent
Affected Customers: All Email Customers
Reason of Outage: Emergency maintenance to repair some remaining file system corruption problems from the Friday outage. We apologize for the inconvenience.

Date: 02/26/2010 


Time: 16:50 PM PT
Duration: 16:50 PM PT - 19:00 PM PT
Affected Customers: Arista customers
Reason of Outage: Due to the power surge the core Arista router was restarted. An upstream provider configuration file was not properly saved and had to be rebuilt resulting in an extended outage. We apologize for the inconvenience.

Date: 02/26/2010 


Time: 16:50 PM PT
Duration: N/A
Affected Customers: All Customers
Reason of Outage: A sudden power surge from the UPS caused most racks to lose power flow. We are investigating the cause of this outage and will provide more details. We apologize for this inconvenience.

Date: 02/19/2010 

Time: 21:00 - 22:00 PM PT
Duration: 90 Minutes
Affected Customers: All Windows and Unix web hosting customers + email customers.
Reason of Outage: Regular Server Software and firmware updates. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 02/17/2010 

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: 02/16/2010 

Time: 06:00 PM PT
Duration: 10 Minutes
Affected Customers: All Arista customers.
Reason of Outage: System upgrade. We apologize for the inconvenience.

Date: 02/10/2010 

Time: 12:50 PM PT
Duration: 29 Minutes
Affected Customers: most fiber and SDSL customers

Reason of Outage: A core WAN router in Bell's network is down.

Date: 02/10/2010 

Time: 12:16 AM PT

Duration: 17 minutes

Affected Customers: Email customers who use IMAP for their email (which includes webmail)

Reason of Outage: We began receiving an unusually large number of IMAP connections causing the server to reach the connection limit for IMAP connections. The limit is now raised by 15%.


Date: 02/04/2010 

Time: 08:30 AM PT

Duration: 10 minutes

Affected Customers: None

Reason of Outage: Our HVAC system underwent brief maintenance of its condensers. No outages expected. This is a maintenance notification only.

Date: 01/22/2010 

Time: 10:00 AM PT

Duration: Until Jan 27, 2010

Affected Customers: SmarttNet Chilliwack Dialup Service customers

Reason of Outage: Chilliwack Dialup Pool Connectivity Issue. If you have any questions or concerns, please feel free to contact us. We apologize for the inconvenience.

Date: 01/20/2010 

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: 01/19/2010 

Time: 09:30 AM PT

Duration: 1 Hours 30 Minutes

Affected Customers: Specific SmarttNet Co-location Customers

Reason of Outage: Multiple compressor gas pressures dropped below desirable levels causing an increase in temperature. The problem was resolved by moving the load to standby-by compressors while the other units underwent inspection and maintenance. We apologize for the inconvenience this event may have caused.

