

# Entanet Technical Services



Profitable

Flexible

Reliable

Successful

Professional

Powerful

Date: 01<sup>st</sup> August 2006

Incident Date: 01<sup>st</sup> August 2006 08:20hrs – 08:25hrs

**Neil Watson, Technical Support Manager, Entanet International Limited.**

## Introduction:

The purpose of this document is to inform and reassure all customers and partners affected by the minor outage at our Telford Headquarters on 01<sup>st</sup> August 2006. The document contains details of the problems experienced and the causes surrounding it.

## Details of faults:

### Power Failure

Following on from the power fail of 26<sup>th</sup> July 2006, work has been progressing to ensure that all actions required to prevent such an occurrence can be implemented. In line with this, plans are currently being made for the upgrade of the electricity supply in our Telford Headquarters. These plans require that several fuses be replaced to give greater capacity, which will require time on generator for all equipment. In preparation for the upgrade, it was, this morning, necessary to test the switch to generator power. Whilst the large majority of customers were unaffected by the work a small number did experience power issues during the time of the test, resulting in the failure of some services until restarted.

## Resolution:

Mains power was restored to all equipment within minutes. We have noted the customers affected and will be examining the UPS equipment that should have maintained power to the systems during the test period. We will ensure that the date and time of the power upgrades are published at [noc.enta.net](http://noc.enta.net) for customer information.

## Conclusion

We apologise to all customers that were affected by the preparation work carried out and appreciate your understanding. The preparations carried out were essential for upcoming work to bolster the power supply at our Telford Headquarters and will ultimately lead to a greater level of stability within the hosting environment.