

Entanet Technical Services



Profitable

Flexible

Reliable

Successful

Professional

Powerful

Date: 17th August 2006

Incident Date: 16th August 2006 14:37hrs – 16:20hrs

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Introduction:

The purpose of this document is to inform and reassure all customers and partners affected by the power outage at our Telford Headquarters on 16th August 2006. The document contains details of the problems experienced and the causes surrounding it.

Details of faults:

Power to the Stafford Park area of Telford was lost at 14:37, causing a power outage to our HQ data centres. Unfortunately, despite regular testing, the automatic failover to generator power did not occur, requiring manual intervention by our systems team. Generator supplied power was available at 14:45hrs. Initial indications show that the generator choked due to small amounts of fuel that had leaked from the injectors onto the pistons. The majority of co-located equipment suffered no outage as UPS backup took over the load until our back up generator was available. A small percentage of racks experienced issues when generator power was restored as the associated power surge blew fuses in these locations. The fuses were promptly replaced within 5 minutes and power supply was resumed to the affected cabinets.

Resolution:

Alternative power supply was available during the mains outage and local mains power was restored at approximately 16:20hrs.

Conclusion

Whilst we are unable to regulate the actions of our electricity supplier, we do work closely with them to ensure continuity of supply. We also take the issue of power seriously and through recent issues begun an aggressive upgrade of our backup power supply. This includes the purchase of two new 900kVA generators, either of which is capable of sustaining power to all data centres in the case of mains outage. Two generators are being purchased to provide us with an N+1 scenario, ensuring continuity of supply.