



**Date:** 06<sup>th</sup> June 2007  
**Incident Date:** 05<sup>th</sup> June 2007 17.25 - 17.50  
**Author:** Neil Watson

### **Introduction:**

This document is to act as an explanation of the outage in Data Centre 3 in Telford experienced on Tuesday 05<sup>th</sup> June 2007, between the times of 17.25hrs and 17.50hrs.

### **Details of fault:**

Customers with services located in Data Centre 3 in our Telford Headquarters experienced a routing outage during the times specified above. This routing issue was caused by a power failure to the rack containing the comms equipment that serves the room. Our investigations since the failure have indicated that the power supply in a server located in the rack became faulty, causing it to fail and creating an electrical surge.

As a result power to the rack failed and the UPS took over the supply, our engineers were then duly notified. Work began to restore the service, identifying and isolating the equipment that caused the fault, before power to the cabinet was restored. Once the faulty equipment was isolated, the power was restored and no further instances have been seen since. During this process power to the cabinet was lost as the UPS battery drained. One stage in the process of restoring power was to replace the fuses to the cabinet which increased the time required on UPS power. To avoid such delays in the future we are currently investigating a solution that will give us the ability to speedily reconnect to an alternative fused supply, thereby ensuring the restoration of mains power before UPS failure.

Please note that during this outage no customer equipment lost power. We apologise for the inconvenience caused and wish to reassure you that we are doing everything in our power to minimize the risk of any future failure.

