

Outage Report

Telford Data Centres

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Introduction:

This document has been prepared to explain the outage experienced at our Telford Data Centres between 09:00 and 11:30 on Saturday 13th January 2010.

Details of fault:

On Saturday morning at approximately 08:55 a routine generator test appeared to have completed on the failover system. However it was then recognised that mains power supply to some non-essential devices on the site had not returned. As it appeared that the test had not been completed successfully, the decision was made to return power to the generator supply at approximately 09:00. Following this action a number of the breaker switches for the power to the cabinets were triggered. This occurred because the system could not perform a complete failover onto the generator supply as consequence of the prior testing state having not been closed off.

As a result a number of cabinets in the data centre continued to run on UPS only, in many cases with an initially low charge following their use during the multiple changeover periods between mains power supply and generator power supply in the prior generator test. At approximately 09:35 the breaker switches had been reset and generator was fully supplying power to the site. However during this period a number of cabinets had completely lost power due to exhaustion of some UPSs.

Upon restoration of power to these affected cabinets a proportion of the cabinet fuses blew due to the initial boot-up load of the devices in the cabinet. At this time engineers began to replace the affected cabinets' fuses and power up each of the devices within the cabinets individually. All fuses were replaced by approximately 11:30 and power restored to all affected cabinets.

Regrettably some customers may have seen some services continue to be impacted over the course of the afternoon due to a number of devices booting up out of sequence; however these issues were all confirmed cleared by 20:00 on Saturday.

This incident has highlighted a procedure gap in relation to our current testing system and, as a result, additional documentation is being drawn up to address this shortfall.

We apologise for any inconvenience caused by this incident.