



Maintenance report
April 2020

LAVAL, Quebec, Canada – April 21st, 2020

Objective:

- Updating software on the Canadian infrastructure
- Adding additional resources
- Adding additional network capacity
- Improved network security

Issues during maintenance:

- Intermittent network outages on the Canadian HybridCloud network

Consequence:

- Client instances became unreachable for short periods of time.

Date of the incident:

- Between April 14 and 16, 2020

Type of incident:

- Short service outages

Severity:

- Moderate (no long-term consequences)

Affected infrastructure:

- World Network and Canadian HybridCloud

Description:

- An incident occurred while we were updating our Canadian infrastructure. A particular "bug" made the network of our Canadian HybridCloud instances inaccessible for a few minutes. These outages occurred for short periods of time over a 3-day period from April 14 to 16.

Methods for Analyzing the Incident:

- Comprehensive review of incident logs
- Returning to the initial state before the update
- Complete re-installation of the main components
- External consultation
- Complete and final re-installation of the main components
- Monitoring and detailed analysis

Conclusion

- The problem has been resolved through our investigations and the cooperation of external consultants.
- This incident is therefore resolved on a permanent basis.
- The addition of new infrastructures has been successfully completed.
- The additional network capacity will be available in the coming days to improve routes to remote region of Quebec/Canada.
- The improved security capabilities will allow for better protection for our customers.