LAVAL, Quebec, Canada - March 24, 2021

Objective:
- Resolution of an incident that caused packet loss on some major links.
- Location: Canada, Quebec, Montreal, Ville Marie/downtown

Complication at the time of the intervention:

- Major difference in the encryption
- Problematic "IOS" version
- Complexity of the architecture caused by the different levels of redundancy and security

Consequence:

- Network disruption affecting customers using PlanetHoster's cloud infrastructure in Canada
- Minor disruption between 1:00 PM and 7:00 PM
- Moderate to major disruption between 7:00 PM and 3:00 AM - Wednesday March 24, 2021 to Thursday March 25, 2021

Date of Incident:

- Between March 24, 2021 at 12:00 p.m. and March 25, 2021 at 3:30 a.m.

Type of incident:

- Packet loss on internal circuits causing access disruptions for PlanetHoster's encrypted services (customer space, technical support system, monitoring, cloud services, etc.)

Severity:

- Minor to moderate (no long-term consequences)

Affected infrastructure:

- Cloud infrastructure in Canada

Methods taken to analyze the incident

- Exhaustive examination of the logs related to the incident
- Physical inspection of the equipment
- Replacement of parts and components as a preventive measure
- Update of IOS systems (Cisco, etc)
- Complete and final reinstallation of major components
- Restart of network and server monitoring systems

Conclusion

- A thorough investigation by our teams allowed us to solve the problem
- This incident is now permanently resolved.