



Incident report for July 23, 2021

LAVAL, Quebec, Canada - July 26, 2021

Objective:

- Resolution of an incident that caused read/write performance degradation on a centralized storage system - Zone 1 - France
- Identify and correct the cause
- Deliver superior performance to the pre-incident period
- Location: France, Paris

Complications:

- Large amount of data
- Complexity of the architecture
- Large DDOS attack in progress
- Time-critical conditions

Consequence:

- Minor disruption on Friday, July 23, 2021 from 8:00 pm to 11:59 pm and on Saturday, July 25 from 12:00 am to 6:00 am (Paris time) affecting customers using the cloud infrastructure, cloud zone 1 section, in France.
- Moderate to major disruption on Saturday, July 24 from 6:00 pm to Sunday, July 25, 2021 affecting customers using the cloud infrastructure, cloud zone 1 section, in France.
- Temporary interruption of public network access from Sunday 4:00 am until 8:00 am to accelerate the movement of data to the high performance infrastructure designed for production data and restore optimal system performance.

Date of incident:

- Between Friday July 23, 2021 and Sunday July 25, 2021

Incident Type:

- Software incident

Severity:

- Minor to major (no long-term consequences)

Affected infrastructure:

- *Cloud* infrastructure - zone 1 - France

Methods taken to analyze the incident

- Exhaustive examination of the *logs* related to the incident
- Intervention of several PlanetHoster level 3
- Intervention of several levels 3 of the material supplier

Cause

- Software error that directed production traffic onto an infrastructure designed for archiving

Conclusion

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

Preventive recommendation

- The complete replacement of the storage infrastructure of cloud zone 1 for Q3 and Q4 2021 with PlanetHoster proprietary solutions. This solution is already used for zone 2 and zone 3 in Europe.
- PlanetHoster proprietary or open source software usage policy for new PlanetHoster deployments