

Event description - Interxion outage - October 14th 2012

We now have some new information regarding the file systems errors we have experienced from 14th October 2012 03.30AM CEST until 15th October 2012 06.00PM CEST. Up to 8% of our customers have been affected and have been offline for longer periods.

The reason for this was two corrupted file systems, caused by a power interruption on our central storage system placed at our data center Interxion.

The power interruption occurred as a routine test was done by Interxion on Interxion's internal systems – systems with redundant power supply. Both power systems are backed up by batteries and diesel generators. Unfortunately one of the power systems went down during the test, which normally shouldn't cause any problem, but as it turns out, Interxion by mistake was supplying power and backup power from the same power system to One.com's central storage system and because of this an outage in the power supply occurred causing the file system errors.

The power supply error has been corrected by our data center Interxion and we will make sure the same incident does not happen again.

After reconnecting the power to our central storage system, we first noticed that one, and later on that also another file system, was damaged. This error was immediately reported to Hitachi Data Systems, our central storage system provider, and we have together been working around the clock to repair the two file systems.

All data is placed redundantly in two different data centers. We decided however not to switch to backup data as backup is done once per day and this would have caused a small data discrepancy. Furthermore the customers affected by this would have experienced a reduced performance for some time.

We fully understand the frustration this incident has caused among our customers and would like to stress that One.com together with our partners are doing everything possible to solve the problem and make sure it does not happen again.