< Infomaniak Network (https://www.infomaniak.com/en)   EN ⌄

infomaniak status
(/en)

State of the services

List of planned maintenance and ongoing problems.

< All events (/en)

Public Cloud : current event

CLOSED

PUBLIC CLOUD

CLOSED   02/08/2023 14:54

The event is over. We would like to thank you for your patience and apologise for the inconvenience caused

02/08/2023 14:53

Upgrade and maintenance operations are still in progress and have had no impact on the service concerned for 2 weeks.

We are closing this event and will inform you if we need to carry out operations with an impact on performance.

18/07/2023 15:22

Further slowdowns were observed on 14.07.2023 between 10:00 and 11:00 and on Saturday 15.07.2023 at 20:00. The problem had a significant impact on the cluster and the iops generated by the recovery process. The problem caused some virtual machines to freeze. A "Hard Reboot" may have been necessary to get the virtual machines up and running again.

The recovery process was adjusted to preserve the workload in the event of future failures.

Data rebalancing is therefore slower but safer.

We are now in a much more stable situation, with new disks being added all the time.

We'll keep you informed of further developments, and thank you for your comprehension.

12/07/2023 16:37

Data rebalancing is currently underway on new-generation hardware. This may take several days, and may result in further slowdowns. At present, the iops available have been stable since yesterday evening. If an instance encounters problems, we recommend that you perform a "hard reboot" (a simple reboot will not be sufficient). Thank you for your understanding.

11/07/2023 15:44

The current situation has been stabilized by our experts. If you still encounter errors when connecting to your instances, we recommend that you perform a "hard reboot" (a simple reboot is not enough).

INCIDENT   11/07/2023 13:36

Some customers are experiencing disruptions with the following service: Public Cloud. Our engineers are analyzing the situation and doing everything possible to restore service as soon as possible. No action is required on your part and if the problem persists, we will update this page as soon as we have new information to communicate. Thank you for your understanding and your patience.

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