< 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   07/09/2023 14:55

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

07/09/2023 14:54

All verification operations are now complete.

Here's a look back at the incident:

- 06/09 at 11:31: due to human error, several disks still in use were removed from the public cloud storage cluster.
- at 11:35 a.m., following subsequent alerts, our teams began to investigate

-the dispersal and replication of customer data on different storage media allows disks to be lost, but some of our customers have had fragments of their storage inaccessible because they had too few copies to be considered healthy

- the instances concerned therefore experienced access errors to their data partitions

- replacing the missing disks was followed by successive operations to enable the ceph storage cluster to return the inaccessible fragments to an active state. We opted for a gradual return, which was longer but safer, to avoid fragment loss.

- At 1:52pm, almost all the fragments affected were accessible, but slowness persisted due to the numerous automatic verification operations on the cluster. Virtualization server services (such as instance creation or certain network accesses) are being investigated, as some servers were collaterally impacted by the incident.

- at 4.40pm, the last missing fragments are fully restored and the storage cluster is healthy. Teams are now concentrating on restarting the last instances that were blocked

- during the night of 06/09 to 07/09, our engineers continued monitoring operations until the storage cluster returned to a perfectly nominal state today.

Should you have any queries on this subject, please do not hesitate to contact our Support team via support.infomaniak.com.

06/09/2023 18:19

The situation has now stabilized and the problematic instances can be restarted. If this is not the case, or if you are experiencing slowness, our teams recommend that you perform a HardReboot. In the case of a file system problem, our teams recommend following the procedure shown on this link: https://docs.infomaniak.cloud/documentation/01.instance/005.manage/#rescueing-an-instance (https://docs.infomaniak.cloud/documentation/01.instance/005.manage/#rescueing-an-instance). In all cases, if these procedures have not enabled you to regain control of your instances, don't hesitate to contact our technical support team for assistance. Thank you for your understanding.

06/09/2023 16:05

We are actively working to stabilize the problem for the remaining instances. For these instances, our teams recommend that you wait a little longer before proceeding with the HardReboot. If you encounter any errors when creating new instances, we recommend that you restart the creation

operation from the beginning. Thank you for your understanding.

06/09/2023 13:52

The situation is currently stabilizing. Slowness may still be encountered due to the high level of activity caused by ongoing operations. An impact may still be felt for a minority of instances. We recommend a hard reboot if you are still experiencing problems.

06/09/2023 12:55

Update:
Our engineers are still working on restoring the situation. We have had an incident on several disks in the storage cluster, the situation is under control, however, we are favouring progressive rebuilds to guarantee data integrity.

INCIDENT   06/09/2023 11:36

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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