

# Incident Report

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Incident Title: Exchange 2010

Incident Report Author: B. ten Dolle

Issue Date: 07/11/17

Incident Log Number: 020

Severity Level: Medium

Incident Start Date & Time: 06/11/2017 10:21

Incident End Date & Time: 06/11/2017 15:30

Total Outage Duration: 5h 09m (timeframe in which users where having intermittent issues)  
outage period 9 minutes (all protocols unreachable for all customers)

Affected Service(s): Hosted Exchange

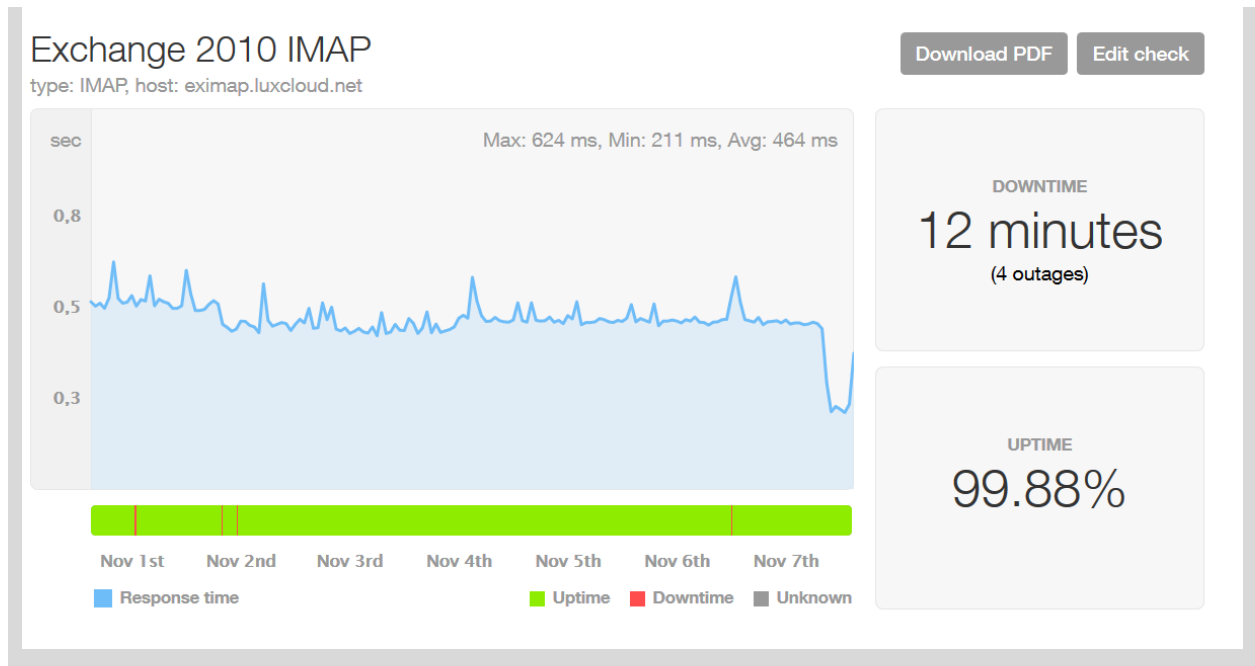
Affected Partner(s): Hosted Exchange 2010 resellers

## Incident Overview:

Several customers have reported slowness of access and occasional unresponsiveness during the full period. At 12:21 in the afternoon, a peak was reached and all protocols where unreachable for 10 minutes. After an interference of the operations team, the service was back up again.

## Impact (“Street” Effect & SLA impact):

Slow access to mail, outlook issues, and about 10 minutes of complete downtime for all users.



## Root Cause Explanation

LuxCloud has been switching its core network components during maintenance windows over the last couple of weeks. This change is necessary, as the technology we have been using for connection of our exchange frontend services with the backend storage environment is no longer supported. These changes are done without downtime but create a delay in the synchronization of the databases which has temporarily puts extra pressure on the environment. If at such a moment in time extra pressure is applied in the form of spam runs or migrations the environment can become unstable and processes slow down.

## Solution and Improvements:

LuxCloud is aiming for a migration to our new data center location on the weekend of the 18<sup>th</sup> of November. Once this migration is finalized, the amount of changes to the infrastructure should drastically go down in volume and services should stabilize again. Simultaneously we are migrating customers of the Exchange 2010 environment as this environment has reached end-of-life.