Data Center Incident on July 18, 2018

On July 18, 2018, Flywheel clients hosting bulk plans in the New York/Newark data center experienced site downtime.

Date and length of incident:

July 18, 2018 - The length of impact occurred from 6:04 p.m. CDT up to 8:45 p.m. CDT, depending on when the client’s systems were restored by our data center provider. Some clients may have experienced further impact while Flywheel’s support teams continued efforts and manual resolution when necessary.

Clients affected:

Flywheel clients hosting bulk plans in the New York/Newark data center.

Client experience:

Client’s systems/sites would have been down.

Incident summary:

Multiple events led to a 3-minute power interruption at the data center.

Root cause:

Flywheel’s New York/Newark data center provider utilizes a fully redundant (N+1) power system that is regularly tested during different periods of the year in preparation for utility power events.

Prior to 6:04 p.m. CDT, data center utility power was interrupted and system load was transferred to UPS/Generator. During this timeframe, one of the UPS units was damaged and
taken offline for repair. At approximately 6:04 p.m. CDT, utility power was restored, however, additional UPS failures led to the interruption in power. Specifically during the time the data center was running on UPS/Generator, a power surge occurred, damaging multiple points in the remaining UPS systems and were undetectable until the switchback to utility power.

Remediation and prevention:

Flywheel’s data center provider has since conducted a full investigation/review of the UPS system and considers the issues to be resolved and remediated. Additional maintenance for the damaged UPS unit will occur at a later time and is not expected to cause any downtime for Flywheel’s clients. Flywheel will continue to work with our provider to introduce additional monitoring and audits of the power systems where applicable so we can guarantee an incident like this will not occur again.