Data Center Incident on Sept 21, 2018

On September 21, 2018, Flywheel clients hosting plans in our primary US data center in Iowa experienced site downtime.

Date and length of incident:
The length of impact occurred from 3:56 p.m. CDT up to 5:05 p.m. CDT, depending on when the client’s systems were able to access storage relative to their site. Some clients may have experienced further impact while Flywheel’s support teams continued efforts and manual resolution when necessary.

Clients affected:
Flywheel clients hosting non-bulk plans in our primary US data center in Iowa.

Client experience:
Client’s systems/sites would have been down or seen intermittent access.

Incident summary:
An event led to a 59 minute degradation in the ability for sites to access their backend storage.

Root cause:
Flywheel’s storage solution provides a redundant access mechanism including multiple nodes able to handle load to the storage medium in the local DC.

Starting at 3:56 p.m. CDT one of the 3 nodes encountered stuck operations to a particular set of data; this caused a backfeed in the entire storage system causing intermittent access up until 5:05 p.m. CDT when Flywheel Engineers with the support of our storage vendor reset the operations causing the incident.

Remediation and prevention:
We are working with our storage vendor to review logs from the incident to identify the exact scenario that led to stuck operations on one node. Immediately following the incident Flywheel Hosting Operations implemented additional monitoring relative to the specific set of circumstances; the goal of this additional monitoring is to detect a failure immediately to limit customer impact while we wait on the vendor research.