



THE TESTING, SCHEDULING, COMPETENCY  
TRACKING, & COMPLIANCE REPORTING EXPERTS!

## Incident Report for 12/28/2020

Dear Valued Customers:

Between 04:40 and 12:46 EST on December 28th, 2020 we unfortunately experienced a near total outage of our services. This event was caused by failures in the load-balancing infrastructure in one of our key providers, which affected the cloud services networking for their entire data center:

*On 28 December 2020, starting at 03:40 CST, Cloud Networks began to experience issues in the ORD1 data center. Engineers identified an issue with the internal management cluster responsible for this service, as the individual nodes were not synchronizing. Engineers performed an additional restart of the individual controller nodes, which then restored the cluster by 11:14 CST. Additionally, service nodes within the environment were found to be unresponsive. These were rebooted to restore stability to the environment, resolving customer connectivity issues by 11:46 CST.*

-- Rackspace Technology Statement for Event Started: 12/28/2020 03:40 CST

None of our servers were affected, and no loss of data occurred. Our servers simply weren't able to communicate with each other, or the Internet, until the network was restored for the data center.

It is rare for an entire data center to go offline, and the loss of edge-networking access complicated our attempts to migrate our services to a spare configuration in another data center. However, we were finally able to update the network configuration to work around the limitations by 12:30 EST, and were testing in preparation for a cutover at 13:00 EST. This was not needed, however, as our provider had resolved their issues in the meantime.

In order to response faster to a similar incident in the future, we are now managing our geographically-dispersed backup servers as "warm" spares rather than "cold" spares, and have updated our networking configurations to make for easier cutover.

Thank you for letting us serve you,

Eric Pike  
CIO  
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