A2 HOSTING
SYSTEM STATUS

23rd April 2019

Multiple Windows servers having issues

We are currently experiencing a service interruption affecting multiple Windows servers, including. Shared and VPS products. Users hosted on these servers will experience service degradation as a result. Our System Operations team is investigating the root cause of this interruption. We will provide updates as more details are made available.

UPDATE: 7:05 AM EDT: Our engineers are checking this issue and we should have more information soon.

UPDATE: 7:45 AM EDT: The issue is still being looked into by our system engineers. Thank you for your patience in this matter.

UPDATE: 8:51 AM EDT: Our System Operations team is working on restoring service as quickly as possible. We will provide updates as more details are made available.

 UPDATE: 10:12 AM EDT: Our System Operations team is still investigating the root cause and restoring services. We will provide updates as more details are made available.

 UPDATE: 11:54 AM EDT: Our System Operations team is working on restoring service as quickly as possible. We will provide updates as more details are made available.

 UPDATE: 1:01 PM EDT: Our System Operations team has taken all Windows services offline and will be restoring services as quickly as possible. We will provide updates as more details are made available.

Update 2:29 PM EDT: Our System Operations team continues to work on restoring services as quickly as possible. An update will be provided to all affected customers through email shortly.

Update 4:50 PM EDT: Our Operations team is still working on this issue and emails have been sent out to the affected clients. At this point, please make sure your email address in client area is set to the active one so you can receive notices going forward as well. We will post updates as more information becomes available.

Update 7:00 PM EDT: Our System Operations team is still working on this issue. We will post updates as more information becomes available.

Update 10:30 PM EDT: Our Systems Operations and Engineering teams continue to work on restoring service to the affected users. Unfortunately, we do not have a solid ETR at this time and it will vary based on the servers/service. If you did not receive the earlier email or your account contact email is set to an address that is down you can locate the email communication in your a2hosting account under the Account > Email History menus.

April 24th:

UPDATE 12:45 AM EDT: Our System Operations team is still working on restoring the service for all affected customers. Unfortunately, we do not have ETA yet, but all the information will be posted here as soon as we'll have it. We want to thank you for the continued patience during this issue.

 UPDATE 3:20 AM EDT: The issue is being actively working on by our team now. Unfortunately, we do not have any ETA yet, but all new information will be posted here as soon as we'll have it.

UPDATE 4:40 AM EDT: Unfortunately, no new information is available at the moment. Our team is still working on restoring the service.

UPDATE 7:30 AM EDT: Our System Operations team is still working on restoring the service for all affected customers.

UPDATE 12:22 PM EDT: Our Systems Operations and Engineering teams continue to work on restoring service to the affected users. The most recent update has been sent to the affected clients. If you did not receive the earlier email or your account contact email is set to an address that is down you can locate the email communication in your a2hosting account under the Account > Email History menus.

UPDATE 5:00 PM EDT: Our Operations team is continuously working on restoring data. We, unfortunately, do not have ETA for specific accounts at this point in time. We appreciate your continued patience and understanding in this matter.

UPDATE 8:50 PM EDT: Restore process is moving steadily as our Operations team continues to work on effected servers. We sincerely appreciate your cooperation and patience in this matter.

April 25th:

UPDATE 3:00 AM EDT: Our Systems Operations and Engineering teams continue to work on restoring service to the affected users. The most recent update has been sent to the affected clients. If you did not receive the earlier email or your account contact email is set to an address that is down you can locate the email communication in your a2hosting account under the Account > Email History menus.

Update 10:15 AM EDT: We have managed to restore a good portion of our servers, however, there are still a number of checks to be done. We have to approach the recovery process with diligent precautions. We will post a new update as soon as we start bringing servers online.

UPDATE 4:40 PM EDT: We are making steady progress on restoring data while we work on recovering all services on the restored servers. We will post updates as

more information becomes available.

UPDATE 10:50 PM EDT: Restores continue to progress at a steady pace. We will post updates as more information becomes available.

April 26th

UPDATE 6:00 AM EDT: Our team is still working on restores and bringing the service back online. We should have more information available in a few hours.

UPDATE 12:18 PM EDT: Web servers mi3-wss2, mi3-wss3, mi3-wss4, mi3-wss6, mi3-wss7 and mi3-wss8 have been recovered and now back online. The SQL servers associated with them are still being worked on. Please stay tuned for more updates.

UPDATE 2:10 PM EDT: Web servers mi3-wss1, nl1-wss2, and nl1-wss3 have been recovered and now back online. The SQL servers associated with nl1-wss2 and nl1-wss3 are online at this time. The SQL server associated with mi3-wss1 is still being worked on at this time. We will provide more updates as they are made available.

UPDATE 2:32 PM EDT: nl1-wts2 has been recovered and is now back online. The SQL server associated is also online.

UPDATE 2:53 PM EDT: mi3-wsr2 has been recovered and is now back online. The SQL server associated with mi3-wsr2 is still being worked on at this time.

UPDATE 3:47 PM EDT: mi3-wss12 and nl1-wts1 have been recovered and are now back online. The SQL servers associated with mi3-wss12 and nl1-wts1 are also online at this time.

UPDATE 7:30 PM EDT: mi3-wtr2 is back up since 7:30PM. We are still working on the database server associated with this hosting server.

UPDATE 8:25 PM EDT: All shared servers in our Netherlands data center are online at the moment. mi3-wts8 and the associated database server are both online at this time.

UPDATE 11:25 PM EDT: mi3-wts9 and associated Database server are both online at this time.

April 27th

UPDATE 4:10 AM EDT: Our System Operations and Engineering teams are working to restore additional windows servers at this time. Further updates will be provided today.

UPDATE 4:35 AM EDT: mi3-wts6 and mi3-wts7 are back up at this time, along with their associated SQL servers. We'll continue to monitor these servers for any additional issues.

UPDATE 8:15 AM EDT: We are continuing to restore services for our Windows servers. We will post updates on specific servers as more information becomes available.

UPDATE 4:10 PM EDT: During the last few hours we have now been bringing online a good number of our Windows VPS 's back to full service from the restoration process that's been running. Can we please ask if you are seeing issues with your VPS, please to submit a ticket to have us look into those. We will be bringing more up as we go throughout the evening and we are still working on getting more Shared / Reseller services back up and running. We will update you as we have more information.

UPDATE 6:41 PM EDT: We continue to work on restoring service for the servers and services not currently back online. Many VPS are back online and we are getting confirmation reports from users, if you are still having issues please make sure to open a ticket so we can look into any individual issues there. Shared and Reseller Windows servers that are not yet back online are still in progress and are being worked on.

UPDATE 9:47 PM EDT: mi3-wss11 and its linked database server are back online. mi3-wts3 is now back online, its associated database server is still being worked on. We will continue to post additional updates and server information as it becomes available.

April 28th

UPDATE 1:47 AM EDT: Restores and repairs are still ongoing with the servers affected. We will continue to post updates as progress continues.

UPDATE 1:30 PM EDT: mi3-wts10 and sg1-ss1 are back up at this time, we are still working on their associated MS-SQL servers, MySQL will however be online. We'll continue to update you as we have more news. Also we are continuing to bring more and more Managed VPS's online and please do get in touch if you see any issues if you're one of the customers brought back online and we'll handle those on a one by one basis. Customers who were experiencing 503 Errors on their sites, those issues should now be resolved fully, please do get in touch if you're seeing any issues like this. We appreciate your patience.

UPDATE 3:15 PM EDT: Some customers who were experiencing 503 Errors on their sites, we are looking in to those issues and we will provide further information on our progress with that as we have it available. We appreciate your patience and more updates to follow.

UPDATE 5:15 PM EDT: mi3-wts1, mi3-wss9, and sg1-wts1 are all back online. The connected MSSQL database server for mi3-wts1 is still undergoing repair/restore. The issue with 503 errors should now be under control for those that were experiencing them.

UPDATE 8:34 PM EDT: We continue to work on restoring service for the remaining servers offline. If you are having problems with any account on servers that are reported as online please open a ticket so that we can look into the issues individually. We will continue to post updates as the situation continues to progress.

April 29th

UPDATE 12:51 AM EDT: We are still working on restoring service to the remaining offline servers and work with issues as reported for online users. If your server is reported as online and you are still having issues please make sure to open a support ticket so our team can look into it.

UPDATE 9:00 AM EDT: sg1-wss1 is back online, as well as its associated database server. We will continue our efforts to restore service to all remaining offline servers.

UPDATE 8:05 PM EDT: Our Operations team is working on the Database server in our Singapore Data Center. We will post updates as more information becomes available in this regard.