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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.

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