

Incident Report – Rise West Springfield Internet Outage

Date/Time: August 12, 2025 (10:31 AM – 12:14 PM EST)

Location: Rise/Affinity West Springfield

Reported By: Phuong Le

Major Incident ID: MI-187829

Incident Summary

Rise West Springfield reported having full building power but no internet connectivity. Upon investigation, it was found that the network/server rack was completely unpowered. End-users attempted a power cycle with no success.

Timeline of Events

10:31 AM – Site reports internet down; rack unpowered despite building power.
10:35–10:38 AM – Vendor notified; request for onsite equipment images initiated.
10:40–10:41 AM – Possible power issue with rack identified; UPS suspected.
10:43 AM – Onsite confirms UPS is off; instructed to plug modem directly into wall outlet, bypassing UPS.
10:44 AM – Onsite contact confirmed; UPS replacement process initiated.
11:04–11:07 AM – Legacy UPS confirmed to be vendor-owned; replacement coordination started.
11:41 AM – Internet restored via bypass; rack equipment still without UPS backup.
11:45 AM – Confirmation that site is back online; replacement order in progress.
12:13–12:14 PM – Site confirmed fully operational and processing transactions.

Root Cause Analysis

Primary Cause: UPS failure powering the server/network rack.

Impact: Complete loss of internet and rack power until bypass performed.

Contributing Factors:

- Legacy UPS equipment still in service at site.
- Lack of recent proactive maintenance on UPS battery health.

Impact

- Full site internet outage until bypass implemented.
- No UPS battery backup for network equipment post-bypass.
- Increased vulnerability to downtime from any power fluctuations until UPS replacement.

Resolution Steps Taken

1. Vendor contacted to investigate outage.
2. Requested and reviewed onsite equipment details.

3. Identified failed UPS as root cause.
4. Directed bypass procedure to restore connectivity.
5. Coordinated UPS replacement with vendor.
6. Verified site fully operational after workaround.

Prevention Recommendations

- Replace all legacy UPS units as part of standard upgrade schedule.
- Perform regular UPS health and battery tests to identify failures early.
- Maintain documented UPS bypass procedures at all sites.
- Keep spare UPS units on hand for quick replacement at critical locations.

Key Takeaways

- Legacy infrastructure should be prioritized for replacement to avoid repeat incidents.
- Rapid communication and bypass knowledge can significantly reduce downtime.
- Proactive lifecycle management is essential for core power and network equipment.