

Home Administration

Hetzner Status Web Page



Welcome to www.hetzner-status.de

This web page publishes announcements and current fault reports from our datacenters. Would you like to receive email notification of fault reports? Log on as exclusive Hetzner client in your administrations interface.

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Omain Registration vServers(2) Cloud(2) Robot(2)

Visible reports: 41 Show All

🖊 Fault report power supply / network Datacenterpark Falkenstein

<u>in</u> 🛑

Type: Fault report

Categories: Basic infrastructure

Start: May 24, 2018 11:30:00 AM CEST **End:** May 26, 2018 2:45:00 PM CEST

Due to a current disruption of the power supply at the location Falkenstein, there are

Description: currently accessibility problems of some customer servers. Our technicians are currently

working on root cause analysis and we will keep you up to date.

🔭 **Update:** May 24, 2018 12:10:00 PM CEST

Update: According to current knowledge, there was a power failure at 11:00 am in the DC7, DC10 + DC12. The consequences was a failure of the core networking equipment at the Falkenstein site, which led to a short-term outage of the entire network connectivity in Datacenter park location in Falkenstein.

🔭 **Update:** May 24, 2018 12:27:00 PM CEST

In the meantime, the power supply in the three affected data centers could be provisionally restored (without UPS protection).

The cause of the failure was a strong voltage reduction in the local power grid. Why it has caused a power failure despite our UPS backups, is still under investigation. Currently, the restoration of the secure operation has top priority.

Our technicians are in the process of determining how many servers need to be manually checked after the power interruption.

🔭 **Update:** May 24, 2018 12:43:00 PM CEST

Currently, the following support inquiries are open in the affected data centers:

DC 7: 237 DC10: 740 DC12: 164

We work on the processing with all available resources.

Update: May 24, 2018 12:58:00 PM CEST

Currently, the following two top-of-the-rack switches are not available:

fsn1-dc12-sw 508 fsn1-dc10-sw 38

Our network team is working hard to resolve the issue.

Update: May 24, 2018 1:29:00 PM CEST

Currently, the following support requests are available in the affected data centers:

DC 07 402

DC 10 914

DC 12 212

We work with all available forces on the processing

All top-of-the-rack switches are now available again.

🔭 **Update:** May 24, 2018 2:00:00 PM CEST

Currently, the following support requests are available in the affected data centers:

DC 07 497

DC 10 989

DC 12 232

We work with all available forces on the processing

Our technicians continue to work on checking all servers that are not accessible again after the interruption.

Tupdate: May 24, 2018 2:28:00 PM CEST

In the meantime the UPS rail in the FSN1-DC10 is active again and the UPS protection could be restored in parts areas of DC10.

We are working with high pressure on the restoration of secured regular operation.

Update: May 24, 2018 4:36:00 PM CEST

In the meantime, all servers that did not restart automatically after the voltage failure were switched on or checked for defective power supplies. The next step is to work on the tickets in the data centers concerned - servers that are currently not available must all be checked individually, because the error situations can vary greatly.

The following tickets are currently in the queues:

DC 07 1013

DC 10 1408

DC 12 465

To avoid further delays, we ask you to create only one ticket per affected server.

Thank you very much.

Tupdate: May 24, 2018 6:29:00 PM CEST

The analysis of the UPS infrastructure is still running at full speed. Some parts of the powersubdistributors are affected and were partly damaged by the strong voltage reduction in the local power grid.

Some of the affected UPS parts can be replaced using existing spare parts by technicians of

the UPS system manufacturer. Other spare parts are in the delivery phase and we are still working at full speed on restoring reliable control operation. More detailed information on when the secure regular operation in the affected data centers will be restored (DCs 7/10/12) will probably only become apparent tomorrow. Until then, the affected data centers are partly or completely without UPS protection.

Thank you for your understanding.

🔭 **Update:** May 24, 2018 7:35:00 PM CEST

The number of open tickets is currently decreasing. We are continously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 704 DC10: 1286 DC12: 429

🔭 **Update:** May 24, 2018 9:01:00 PM CEST

The number of open tickets is currently falling further. We are continously processing open support requests, also during the night. The current number of tickets for the affected data centers is:

DC7: 690 DC10: 791 DC12: 308

We will release the next update in the morning.

🔭 **Update:** May 25, 2018 7:13:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 429 DC10: 679 DC12: 131

Work on the UPS systems is also proceeding. The spare parts needed for repair are already on the way.

ື Update: May 25, 2018 8:34:00 AM CEST

We are continously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 437 DC10: 664 DC12: 149

Update: May 25, 2018 9:25:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 398 DC10: 600 DC12: 140

Update: May 25, 2018 10:29:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 390 DC10: 594 DC12: 120

ື Update: May 25, 2018 11:28:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 401 DC10: 621 DC12: 114

🔭 Update: May 25, 2018 12:25:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 374 DC10: 591 DC12: 82

🔭 **Update:** May 25, 2018 12:32:00 PM CEST

Our technicians have managed to restore secure operation in DC12. The UPS is fully operational there.

Tupdate: May 25, 2018 1:30:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 362 DC10: 558 DC12: 73

Tupdate: May 25, 2018 2:30:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 324 DC10: 480 DC12: 66

Update: May 25, 2018 3:29:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 279 DC10: 471 DC12: 50

Update: May 25, 2018 3:53:00 PM CEST

Our technicians have managed to restore secure operation in DC10. The UPS is fully operational there.

🔭 **Update:** May 25, 2018 4:36:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 266 DC10: 430 DC12: 53

Tupdate: May 25, 2018 5:38:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 272 DC10: 366 DC12: 46

🔭 **Update:** May 25, 2018 6:27:00 PM CEST

We are continuously processing open support requests, also during the night. The current number of tickets for the affected data centers is:

DC7: 256 DC10: 308 DC12: 29

Our technicians are working on fully secure UPS operation in DC7. We are going to publish new status updates tomorrow morning (German time).

🔭 **Update:** May 26, 2018 7:05:00 AM CEST

The amount of tickets is decreasing further and in DC12 we now have reached regular support operation again. We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 151 DC10: 220

🔭 **Update:** May 26, 2018 8:04:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 149 DC10: 218

ື Update: May 26, 2018 9:06:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 149 DC10: 214

🔭 Update: May 26, 2018 10:00:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 130 DC10: 190

🔭 Update: May 26, 2018 11:03:00 AM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 131 DC10: 173

🔭 **Update:** May 26, 2018 12:02:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 117 DC10: 133

ື Update: May 26, 2018 1:22:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 105 DC10: 108

🔭 Update: May 26, 2018 2:31:00 PM CEST

We are continuously processing open support requests. The current number of tickets for the affected data centers is:

DC7: 86 DC10: 85

🔭 **Update:** May 26, 2018 2:45:00 PM CEST

Our technicians have managed to restore secure operation in DC7. The UPS is fully operational there. All data centers are secured by a UPS again.

Tupdate: May 26, 2018 3:28:00 PM CEST

The amount of tickets is still increased. However, we are convinced that we can return to normal support operation in the upcoming hours. We also believe that we are able to shorten reply times more and more now.

Many thanks for your understanding!

Fault reporting of subnet 178.63.0.0/16 from Russia



Type: Fault report **Categories:** Network, General

Start: April 19, 2018 5:00:00 PM CEST

End: Unknown

We have noticed that Russian users can not reach IP addresses from range 178.63.0.0/16.

Description: This seems to be due to a block by the Russian Federation.

We are trying to find a solution but this may take some time since we have no influence on

the block.

Maintenance work web hosting database server sql113.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** June 1, 2018 1:20:00 AM CEST

End: June 1, 2018 6:20:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql113.your-server.de will not be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected:

of konsoleH under menu item "Services; Databases". The overview shows, for example:

test db1 (sql113.your-server.de).

Maintenance work web hosting database server sql112.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** June 1, 2018 1:10:00 AM CEST

End: June 1, 2018 6:10:00 AM CEST (expected)

Owing to maintenance work, the web hosting database server sql112.your-server.de will not **Description:**

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section of konsoleH under menu item "Services; Databases". The overview shows, for example:

Affected:

test_db1 (sql112.your-server.de).

Maintenance work web hosting database server sql111.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers June 1, 2018 1:10:00 AM CEST **Start:**

End: June 1, 2018 6:10:00 AM CEST (expected)

Owing to maintenance work, the web hosting database server sql111.your-server.de will not **Description:** be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section of konsoleH under menu item "Services; Databases". The overview shows, for example:

Affected: test_db1 (sql111.your-server.de).

Software update on web hosting server www255.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers Start: June 1, 2018 12:20:00 AM CEST

End: June 1, 2018 6:20:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www255.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www255.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www254.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers June 1, 2018 12:10:00 AM CEST **Start:**

June 1, 2018 6:10:00 AM CEST (expected) End:

Owing to a software update, the web hosting server www254.your-server.de will not be **Description:**

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www254.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www253.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** June 1, 2018 12:10:00 AM CEST

End: June 1, 2018 6:10:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www253.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www253.your-server.de

Details: More information about the update can be found in our Wiki: https://wiki.hetzner.de

/index.php/Softwareupdate2018/en

Maintenance work web hosting database server sql110.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers
Start: May 31, 2018 1:20:00 AM CEST

End: May 31, 2018 6:20:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql110.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected: of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sq1110.your-server.de).

Maintenance work web hosting database server sql11.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 31, 2018 1:10:00 AM CEST

End: May 31, 2018 6:10:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql11.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section of konsoleH under menu item "Services; Databases". The overview shows, for example:

Affected:

test_db1 (sql11.your-server.de).

Maintenance work web hosting database server sql109.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 31, 2018 1:10:00 AM CEST

End: May 31, 2018 6:10:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql109.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section of konsoleH under menu item "Services; Databases". The overview shows, for example:

Affected:

test_db1 (sql109.your-server.de).

Software update on web hosting server www252.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers
Start: May 31, 2018 12:20:00 AM CEST

End: May 31, 2018 6:20:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www252.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the hosting server at "Details":

Affected:

Hosting Server

www252.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www251.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers Start: May 31, 2018 12:10:00 AM CEST

End: May 31, 2018 6:10:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www251.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www251.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www250.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers Start: May 31, 2018 12:10:00 AM CEST

End: May 31, 2018 6:10:00 AM CEST (expected)

Owing to a software update, the web hosting server www250.your-server.de will not be **Description:**

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Affected:

Hosting Server

www250.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Maintenance work web hosting database server sql108.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 30, 2018 1:20:00 AM CEST

End: May 30, 2018 6:20:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql108.your-server.de will not be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sql108.your-server.de).

Maintenance work web hosting database server sql107.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 30, 2018 1:10:00 AM CEST

End: May 30, 2018 6:10:00 AM CEST (expected)

Owing to maintenance work, the web hosting database server sql107.your-server.de will not

Description: Owing to maintenance work, are not have be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected:

of konsoleH under menu item "Services; Databases". The overview shows, for example:

test db1 (sql107.your-server.de).

Maintenance work web hosting database server sql106.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 30, 2018 1:10:00 AM CEST

End: May 30, 2018 6:10:00 AM CEST (expected)

Owing to maintenance work, the web hosting database server sql106.your-server.de will not **Description:**

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section of konsoleH under menu item "Services; Databases". The overview shows, for example:

Affected:

test_db1 (sql106.your-server.de).

Software update on web hosting server www25.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers May 30, 2018 12:20:00 AM CEST **Start:**

End: May 30, 2018 6:20:00 AM CEST (expected)

Owing to a software update, the web hosting server www25.your-server.de will not be **Description:** Owing to a software apolitic, and mes and accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server www25.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www249.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 30, 2018 12:10:00 AM CEST

End: May 30, 2018 6:10:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www249.your-server.de will not be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www249.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Software update on web hosting server www248.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 30, 2018 12:10:00 AM CEST

May 30, 2018 6:10:00 AM CEST (expected) End:

Description: Owing to a software update, the web hosting server www248.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www248.your-server.de

Details: More information about the update can be found in our Wiki: https://wiki.hetzner.de

/index.php/Softwareupdate2018/en

Maintenance work Hetzner Robot (Reverse DNS)

Type: Maintenance work

Categories: Domain Registration Robot Start: May 29, 2018 6:00:00 AM CEST

End: May 29, 2018 8:00:00 AM CEST (expected)

Due to maintenance work, the Reverse DNS feature of the Hetzner Robot panel will not be

available during the above mentioned time frame.

Affected:
- Robot Web Interface (https://robot.your-server.de)
- Robot Web Service (https://robot.your-server.de)

Details: Our nameservers will be reachable during the maintenance. But it will not be possible to

create new RDNS entries or edit existing ones by the Robot panel.

Maintenance work web hosting database server sql105.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 29, 2018 1:20:00 AM CEST

End: May 29, 2018 6:20:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql105.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected: of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sql105.your-server.de).

Maintenance work web hosting database server sql104.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 29, 2018 1:10:00 AM CEST

End: May 29, 2018 6:10:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql104.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected: of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sql104.your-server.de).

Maintenance work web hosting database server sql103.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers
Start: May 29, 2018 1:10:00 AM CEST

End: May 29, 2018 6:10:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql103.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected: of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sql103.your-server.de).

Software update on web hosting server www247.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 29, 2018 12:20:00 AM CEST

End: May 29, 2018 6:20:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www247.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the hosting server at "Details":

Affected:

Hosting Server

www247.your-server.de

Details: More information about the update can be found in our Wiki: https://wiki.hetzner.de

/index.php/Softwareupdate2018/en

Software update on web hosting server www246.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 29, 2018 12:10:00 AM CEST

End: May 29, 2018 6:10:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www246.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www246.your-server.de

Details: More information about the update can be found in our Wiki: https://wiki.hetzner.de

/index.php/Softwareupdate2018/en

Software update on web hosting server www245.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 29, 2018 12:10:00 AM CEST

End: May 29, 2018 6:10:00 AM CEST (expected)

Description: Owing to a software update, the web hosting server www245.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www245.your-server.de

Details: More information about the update can be found in our Wiki: https://wiki.hetzner.de

/index.php/Softwareupdate2018/en

Maintenance work web hosting server www24.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 28, 2018 11:00:00 PM CEST

End: May 28, 2018 11:30:00 PM CEST (expected)

Description: Owing to maintenance work, the web hosting server www24.your-server.de will not be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www24.your-server.de

Maintenance work web hosting server www86.your-server.de



Type: Maintenance work

Categories: Web hosting and managed servers Start: May 28, 2018 10:30:00 PM CEST

End: May 28, 2018 11:00:00 PM CEST (expected)

Description: Owing to maintenance work, the web hosting server www86.your-server.de will not be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the hosting server at "Details":

Affected:

Hosting Server www86.your-server.de

Maintenance work web hosting server www131.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers
Start: May 28, 2018 10:00:00 PM CEST

End: May 28, 2018 10:30:00 PM CEST (expected)

Description: Owing to maintenance work, the web hosting server www131.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www131.your-server.de

<u>Urgent Maintenance on Cloud Node 10414</u>

Type: Maintenance work

Categories: Cloud

Start: May 28, 2018 11:30:00 AM CEST

End: May 28, 2018 12:00:00 PM CEST (expected)

Description: Urgent maintenance must be performed on the cloud node 10414. For this purpose, all

servers located on it will be shut down and restarted after the work was done.

Affected: Cloud servers running on the cloud node 10414.

Details: You can check your cloud server on Cloud Console to see if you are affected. You can also

see the cloud node ID in the MTR for the server.

Urgent maintenance work on vHosts 165, 189, 739, 1213

Type: Maintenance work

Categories: vServers

Start: May 28, 2018 9:00:00 AM CEST

End: May 28, 2018 11:00:00 AM CEST (expected)

Urgent maintenance work will be carried out on vHosts 165 and 189 and 739 and 1213 during the above-mentioned period, whereby they - and the vServers which run on them -

Description: will be inaccessible for a short period of time.

Downtime of a few minutes of these vHosts is anticipated. All vServers will be automatically

stopped and then re-started.

Affected: vServers running on vHosts 165, 189, 739, 1213.

Details: You can check your vServer on our administration interface Robot to see which vHost your

vServer runs on.

🔭 Update: May 28, 2018 10:17:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Maintenance work web hosting database server sql102.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 28, 2018 1:20:00 AM CEST

End: May 28, 2018 6:20:00 AM CEST (expected)

Description: Owing to maintenance work, the web hosting database server sql102.your-server.de will not

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

Affected: of konsoleH under menu item "Services; Databases". The overview shows, for example:

test_db1 (sql102.your-server.de).

🔭 Update: May 28, 2018 1:59:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Maintenance work web hosting database server sql101.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 28, 2018 1:10:00 AM CEST

End: May 28, 2018 6:10:00 AM CEST (expected)

Owing to maintenance work, the web hosting database server sql101.your-server.de will not **Description:** Owing to maintenance work, are not hoosing to maintenance work, and the not hoosing to maintenance work, are not hoosing to maintenance work, are not hoosing to maintenance work, and the notion of th

To see if your domain(s) is/are affected by this, please check the database overview section

of konsoleH under menu item "Services; Databases". The overview shows, for example: Affected:

test_db1 (sql101.your-server.de).

🕇 **Update:** May 28, 2018 2:14:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Maintenance work web hosting database server sql100.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers **Start:** May 28, 2018 1:10:00 AM CEST

May 28, 2018 6:10:00 AM CEST (expected) End:

Owing to maintenance work, the web hosting database server sql100.your-server.de will not **Description:**

be accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain(s) is/are affected by this, please check the database overview section

of konsoleH under menu item "Services; Databases". The overview shows, for example: Affected:

test_db1 (sql100.your-server.de).

Tupdate: May 28, 2018 1:50:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Software update on web hosting server www244.your-server.de

Maintenance work Type:

Categories: Web hosting and managed servers **Start:** May 28, 2018 12:20:00 AM CEST

May 28, 2018 6:20:00 AM CEST (expected) End:

Owing to a software update, the web hosting server www244.vour-server.de will not be **Description:**

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www244.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Update: May 28, 2018 4:09:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Software update on web hosting server www243.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers

Start: May 28, 2018 12:10:00 AM CEST

End: May 28, 2018 6:10:00 AM CEST (expected)

Owing to a software update, the web hosting server www243.your-server.de will not be **Description:**

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www243.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Tundate: May 28, 2018 4:45:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Software update on web hosting server www242.your-server.de

Type: Maintenance work

Categories: Web hosting and managed servers May 28, 2018 12:10:00 AM CEST **Start:**

May 28, 2018 6:10:00 AM CEST (expected) End:

Description: Owing to a software update, the web hosting server www242.your-server.de will not be

accessible for the above-mentioned period. Thank you for your understanding.

To see if your domain is affected by this, please check konsoleH; here you can see the

hosting server at "Details":

Affected:

Hosting Server

www242.your-server.de

More information about the update can be found in our Wiki: https://wiki.hetzner.de **Details:**

/index.php/Softwareupdate2018/en

Update: May 28, 2018 4:29:00 AM CEST

Maintenance work has been completed successfully. Thank you for your understanding.

Limited Support on 31 May



Miscellaneous Type:

Categories: Web hosting and managed servers, Domain Registration Robot, General, Cloud

Start: May 31, 2018 12:00:00 AM CEST End: May 31, 2018 11:59:00 PM CEST

Owing to an official holiday in Bavaria, the main office will not be available on Thursday, 31

May 2018.

konsoleH: During this period and for a small fee, konsoleH customers can reach the stand-by support team by writing a support ticket via konsoleH.

Robot: Our service technicians in the data centers are available 24/7 free-of-charge. Write a support ticket via Robot or call the DC directly.

Description: Cloud: Our staff will monitor and maintain the Hetzner Cloud infrastructure during the

holiday. If you notice an issue, please rest assured that our DC support technicians will fix it

as soon as possible.

Our administrative support teams will be able to help you when they are back in their offices

on 1 June 2018.

To find out in which data center your server is located, you can run a trace route (e.g. via

http://www.traceroute.org).

For details of telephone numbers and business opening hours, please see **Details:**

https://www.hetzner.com/support-center

End Of Support For 3DES Cipher under mail.your-server.de



Categories: Web hosting and managed servers April 1, 2018 12:00:00 AM CEST **Start:**

End: Unknown

> Starting on 1 April 2018, we will discontinue support for the outdated encryption method Triple DES (3DES) cipher used for for receiving and sending mail (IMAP/POP3/SMTP) via

"mail.your-server.de".

Description: We do not anticipate any general problems. This will only affect very old operating systems (like Windows XP and Windows 2000) because these systems do not support secure encryption methods. We recommend updating the operating system to a more current and more secure one.

Affected: TLS encrypted email access to "mail.your-server.de"

Information about the Spectre and Meltdown CPU vulnerabilities

Type: Miscellaneous

Categories: Web hosting and managed servers, vServers, General

Start: January 4, 2018 3:00:00 PM CET

End: Unknown

> Vulnerabilities have recently been discovered in processors that are used in our products. These vulnerabilities could allow attackers to access sensitive data. According to the most current information available, it appears that Intel processors are the ones most directly affected by these vulnerabilities. However, we cannot yet confirm that processors from other manufacturers are unaffected.

We are already working closely with manufacturers to provide you with the necessary microcode updates as quickly as possible. We will post updates here once these updates are available, and once we have any new information about affected systems.

Description:

Updates to the operating systems are also required. We recommend to update your installed systems as soon as the updates are available.

We have prepared a wiki page to provide you with more information on the vulnerabilities, including an overview of our affected products and links to further information on all our operating systems on offer:

https://wiki.hetzner.de/index.php/Spectre_and_Meltdown/en

We will be happy to answer any questions that you may have. Please send us a support request via your administration interface Robot.

All customers with dedicated root servers, managed servers, web hosting packages, and Affected: vServers (VQ/VX/CX)

Update: April 19, 2018 2:45:00 PM CEST

BIOS Updates with Spectre v2 Microcode Update for the DX-Line, EX40, EX40-SSD and EX40-Hybrid are now available.

Please check the Wiki article for more information: https://wiki.hetzner.de/index.php/Spectre_and_Meltdown_Firmware_Updates

🔭 Update: May 14, 2018 11:00:00 AM CEST

BIOS Updates with Spectre v2 Microcode Update for the EX6, EX6S, EX8, EX8S, EX41, EX41-SSD, EX41S, EX41S-SSD, EX51, EX51-SSD, EX51-SSD-GPU, PX61, PX61-SSD, PX61-NVMe, AX160-NVMe and AX160-SSD are now available.

Please check the Wiki article for more information: https://wiki.hetzner.de/index.php/Spectre_and_Meltdown_Firmware_Updates

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privacy

Update: May 22, 2018 11:00:00 AM CEST

Two more Spectre vulnerabilities were published today. We have updated our Wiki articles to reflect the new information.

https://wiki.hetzner.de/index.php/Spectre_and_Meltdown/en

No current reports

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