## Timeline

All times in Central European Time (CET, UTC+1), March 12th 2019.

Around 06:00 we were indirectly notified that one of our leaders was down.

At 07:45 we finally responded and began investigating. We had not been notified by the “TFA Bot”. It turned out the docker daemons appeared to have restarted on two different servers in a backup location - the monitor server as well as the live node.

We moved the identity to our newly configured server (see below) around 09:00 and were back up and fully operational on both servers.

## Background

One of our primary servers was having issues. We were therefore running a leader on one of our backup nodes. Under normal conditions, we would not run an authority server in the same location as our monitor server. About a week prior to this incident, we had finished setting up our replacement server and had notified Factom Inc. about our new IP/host and Docker Swarm Node ID. We were waiting for onboarding, and decided to wait with transferring our identity until the process was complete. In hindsight, we could have done this earlier, but with the potential consequence of not being able to remote-restart the node in case of a network stall.

## Assessment

No servers nor infrastructure service was interrupted. Having both an authority node and the monitoring service crash/reset simultaneously is unlikely. Having these two services at the same physical location increases this risk, but we only operate under these conditions during upgrades and other technical issues. As redundancy is already built into the protocol, in our opinion, this risk is acceptable.

We could have transferred the identity prior to being onboarded. This would likely have avoided this incident, but introduces a different type of risk.