## eduGAIN Services Status

### eduGAIN MDS

#### Unavailability report

<table>
<thead>
<tr>
<th>Event</th>
<th>Start*</th>
<th>End*</th>
<th>Effective downtime**</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019022 8161000 CEST</td>
<td>201902 281611 00 CEST</td>
<td>50 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Feb 28 at 15:52 with a confirmed finish at 16:11.</td>
</tr>
<tr>
<td>NETWORK FAILURE</td>
<td>201904 16164600 CEST</td>
<td>201904 161707 00 CEST</td>
<td>There was a BFD protocol failure on two major city routers, which caused the BGP session to be turned off.</td>
<td></td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019066 4094930 CEST</td>
<td>201906 40958 00 CEST</td>
<td>140 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Jun 04 at 09:46 with a confirmed finish at 10:16. The actual unavailability of MDS was 140 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019070 5104600 CEST</td>
<td>201907 051053 00 CEST</td>
<td>240 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Jul 05 at 10:28 with a confirmed finish at 10:53. The actual unavailability of MDS was 240 secs.</td>
</tr>
<tr>
<td>MDA FAILURE</td>
<td>2019071 8050000 CEST</td>
<td>201907 181358 33 CEST</td>
<td>N/A</td>
<td>A federation upstream metadata feed silently crashed our aggregator hindering the update of the eduGAIN metadata stream. The event did not cause any immediate service disruption since the eduGAIN metadata has a 96 hours validity and the latest feed has been issued on 20190717T053343. We've contacted federation operators that are working on it and should solve the issue within 24h, in the meantime a new feed with an extended duration has been issued on 20190718135833.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019092 6110000 CEST</td>
<td>201909 261101 50 CEST</td>
<td>110 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Sep 26 at 10:11 with a confirmed finish at 11:03. The actual unavailability of MDS was 110 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019110 8100000 CEST</td>
<td>201911 081003 00 CEST</td>
<td>240 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Nov 8 at 9:33 CEST with a confirmed finish at 10:09 CEST. The actual unavailability of MDS was 240 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2020012 4130000 CEST</td>
<td>202001 241304 00 CEST</td>
<td>240 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Jan 24 at 12:32pm CEST with a confirmed finish at 1:08pm CEST. The actual unavailability of MDS was 240 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2020051 2101500 CEST</td>
<td>202005 121018 00 CEST</td>
<td>180 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on May 12 at 09:58am CEST with a confirmed finish at 10:22am CEST. The actual unavailability of MDS was 180 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2020060 4101200 CEST</td>
<td>202006 041015 00 CEST</td>
<td>180 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Jun 4 at 10:06am CEST with a confirmed finish at 10:15am CEST. The actual unavailability of MDS was 180 secs.</td>
</tr>
<tr>
<td>ANNOUNCED MAINTENANCE</td>
<td>2020061 0101200 CEST</td>
<td>202006 101012 500 CEST</td>
<td>120 secs</td>
<td>PHP upgrade announced by eduGAIN OT on the eduGAIN SG mailing list on Jun 9 at 1:01pm and Jun 10 at 10:19am with a confirmed finish at 10:33am CEST. The actual unavailability of MDS was 120 secs.</td>
</tr>
<tr>
<td>ANNOUNCED MAINTENANCE</td>
<td>2020070 9095800 CEST</td>
<td>202007 091002 00 CEST</td>
<td>240 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Jul 9 at 09:56am CEST with a confirmed finish at 10:38am CEST. The actual unavailability of MDS was 240 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2020080 4100000 CEST</td>
<td>202008 041003 00 CEST</td>
<td>0 sec</td>
<td>The updated technical site (version 2.3) has been turned on, as announced on the eduGAIN SG mailing list on Jul 31 at 13:08 CEST and a finish confirmation sent on Aug 4 at 10:07. There was no noticeable system downtime - the update replaced a symbolic link to the new site. The change did not affect MDS reachability in any way.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2020122 3125400 CEST</td>
<td>202012 231257 00 CEST</td>
<td>180 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Dec 23 at 12:38pm CEST with a confirmed finish at 1:01pm CEST. The actual unavailability of MDS was 180 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2021051 410000 CEST</td>
<td>202105 141002 00 CEST</td>
<td>120 secs</td>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on May 12 at 6:11pm CEST with a confirmed finish on May 14 at 10:05am CEST. The actual unavailability of MDS was 120 secs.</td>
</tr>
<tr>
<td>Incident Description</td>
<td>Start Time</td>
<td>End Time</td>
<td>Duration</td>
<td>Details</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>A major failure affected the data center that hosts all the eduGAIN Core Service (MDS, technical site, Database /API).</td>
<td>2021-07-07 07:08:17 CEST</td>
<td>2021-07-07 07:09:41 CEST</td>
<td>84 mins</td>
<td></td>
</tr>
<tr>
<td>The entrance switch failure of PSNC separated the services form the external network</td>
<td>2021-08-23 08:45:24 CEST</td>
<td>2021-08-23 09:34:03 CEST</td>
<td>89 mins</td>
<td></td>
</tr>
<tr>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Sep 16 at 1:42pm CEST with a confirmed finish on Sep 17 at 10:03am CEST. The actual unavailability of MDS was 120 secs.</td>
<td>2021-09-17 01:42:00 CEST</td>
<td>2021-09-17 10:03:00 CEST</td>
<td>120 secs</td>
<td></td>
</tr>
<tr>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on May 17 at 7:52am CEST with a confirmed finish on May 18 at 10:07am CEST. The actual unavailability of MDS was 180 secs.</td>
<td>2022-05-17 08:52:00 UTC</td>
<td>2022-05-18 10:07:00 UTC</td>
<td>180 secs</td>
<td></td>
</tr>
<tr>
<td>Internal incident at the PSNC VM clusters where the eduGAIN Core Services are hosted.</td>
<td>2022-10-27 05:45:00 UTC</td>
<td>2022-10-27 09:35:00 UTC</td>
<td>3 hours, 50 mins</td>
<td></td>
</tr>
<tr>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Feb 28 at 10:52am UTC with a confirmed finish on Mar 1 at 09:09am UTC. The actual unavailability of MDS was 240 secs.</td>
<td>2023-02-28 10:52:00 UTC</td>
<td>2023-03-01 09:09:00 UTC</td>
<td>240 secs</td>
<td></td>
</tr>
<tr>
<td>Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Aug 1 at 9:30am UTC with a confirmed finish on Aug 3 at 9:49am UTC. The actual unavailability of MDS was 240 secs.</td>
<td>2023-08-01 09:30:00 UTC</td>
<td>2023-08-03 09:49:00 UTC</td>
<td>240 secs</td>
<td></td>
</tr>
</tbody>
</table>

* the time is UTC unless otherwise noted.

** specify it only if it is different than x=(Start - End)