**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>2019022 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>N/A</td>
<td>There was a BFD protocol failure on two major city routers, which caused the BGP session to be turned off.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>2019060 4094930 CEST</td>
<td>2019060 040958 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>2019070 510533 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>201907 181358 33</td>
<td>N/A</td>
<td>120 secs</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>201909 6100000 CEST</td>
<td>201909 610101 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>201911 8100000 CEST</td>
<td>201911 81012 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>202001 4100000 CEST</td>
<td>202001 41012 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>202005 1201500 CEST</td>
<td>202005 120108 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>202006 4101200 CEST</td>
<td>202006 410101 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>202006 101012 500 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 10:10am with a confirmed finish at 10:33am CEST. The actual unavailability of MDS was 120 secs.</td>
</tr>
<tr>
<td>ANNOUNCED MAINTENANCE</td>
<td>202007 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 10:36am CEST. The actual unavailability of MDS was 240 secs.</td>
</tr>
<tr>
<td>ANNOUNCED UPDATE</td>
<td>202008 001000 CEST</td>
<td>202008 001000 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>202012 3125400 CEST</td>
<td>202012 312527 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>202105 410000 CEST</td>
<td>202105 141002 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>Service Failure Description</td>
<td>Start Date/Time</td>
<td>End Date/Time</td>
<td>Duration</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>eduGAIN Core Services failure (MDS, technical site, Database/API)</td>
<td>20210707 070817 CEST</td>
<td>20210707 070941 CEST</td>
<td>84 mins</td>
<td>A major failure affected the data center that hosts all the eduGAIN Core Service (MDS, technical site, Database/API).</td>
</tr>
<tr>
<td>eduGAIN Core Services failure (MDS, technical site, Database/API)</td>
<td>20210802 03092453 CEST</td>
<td>20210802 031054 43 CEST</td>
<td>89 mins</td>
<td>The entrance switch failure of PSNC separated the services form the external network.</td>
</tr>
</tbody>
</table>

* the time is UTC unless otherwise noted.
** specify it only if it is different than x=(Start - End)