

# eduGAIN Services Status

## eduGAIN MDS

### Unavailability report

Event	Start*	End*	Effective downtime**	Notes
ANNOUNCED UPDATE	2019022 8161000 CEST	201902 281611 00 CEST	50 secs	Reboot announced by eduGAIN OT on the eduGAIN SG mailing list on Feb 28 at 15:52 with a confirmed finish at 16:11.
NETWORK FAILURE	201904 16164600 CEST	201904 161707 00 CEST		There was a BFD protocol failure on two major city routers, which caused the BGP session to be turned off.
ANNOUNCED UPDATE	2019060 0409430 CEST	201906 040958 00 CEST	140 secs	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.
ANNOUNCED UPDATE	2019070 5104600 CEST	201907 051053 00 CEST	240 secs	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.
MDA FAILURE	2019071 8T050000	201907 181358 33	N/A	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.
ANNOUNCED UPDATE	2019092 6110000 CEST	201909 261101 50 CEST	110 secs	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.
ANNOUNCED UPDATE	2019110 8100000 CEST	201911 081003 00 CEST	240 secs	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.
ANNOUNCED UPDATE	2020012 4130000 CEST	202001 241304 00 CEST	240 secs	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.
ANNOUNCED UPDATE	2020051 2101500 CEST	202005 121018 00 CEST	180 secs	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.
ANNOUNCED UPDATE	2020060 4101200 CEST	202006 041015 00 CEST	180 secs	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.
ANNOUNCED MAINTENANCE	2020061 0101200 CEST	202006 101012 500 CEST	120 secs	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.
ANNOUNCED MAINTENANCE	2020070 9095800 CEST	202007 091002 00 CEST	240 secs	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.
ANNOUNCED UPDATE	2020080 4100000 CEST	202008 041003 00 CEST	0 sec	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.
ANNOUNCED UPDATE	2020122 3125400 CEST	202012 231257 00 CEST	180 secs	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.
ANNOUNCED UPDATE	2021051 41000 CEST	202105 141002 CEST	120 secs	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.

eduGAIN Core Services failure (MDA, technical site, Database/API)	202107070817 CEST	202107070941 CEST	84 mins	A major failure affected the data center that hosts all the eduGAIN Core Service (MDS, technical site, Database /API).
eduGAIN Core Services failure (MDA, technical site, Database/API)	20210823092453 CEST	20210823105443 CEST	89 mins	The entrance switch failure of PSNC separated the services from the external network
ANNOUNCED UPDATE	202109171000 CEST	202109171002 CEST	120 secs	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.
ANNOUNCED UPDATE	202205181000 CEST	202205181003 CEST	180 secs	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.
eduGAIN Core Services failure (MDA, technical site, Database/API)	20221026022538 UTC	20221026061551 UTC	3 hours, 50 mins	Internal incident at the PSNC VM clusters where the eduGAIN Core Services are hosted.
ANNOUNCED UPDATE	20230301090400 UTC	20230301100400 UTC	240 secs	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.
ANNOUNCED UPDATE	20230803081400 UTC	20230803081800 UTC	240 secs	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.

\* the time is UTC unless otherwise noted.

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