



Bambora Service Outage: August 9, 2018 Root Cause Analysis and Solution Report

Incident Summary and Root Cause

On August 9, 2018, one of our data centres experienced a sudden loss of power. This revealed some unexpected dependencies between our data centres, which resulted in our services going offline for approximately 37 minutes between 9:55am and 10:32am PST.

Our team was alerted to the outage immediately and worked diligently to resolve the issue. Service was restored at approximately 10:32am PST and is operational as expected.

Incident Resolution and Recovery

Our team identified and resolved the unexpected dependencies between our data centers. We have removed these dependencies so that each data center can operate independently. Hence, moving forward, if one of our data centers experiences a sudden loss of power, our services will continue to remain online.

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To reach our Customer Experience team, submit a request to us at <https://help.na.bambora.com/hc/en-us/requests/new> or call us at **1-833-BAMBORA** (226-2672).