



Cloud Technologies
Maintenance Notification

BRU1 power and network maintenance

Table of Contents

Cloud Technologies	3
Introduction.....	3
Our mission.....	3
Our Vision, Values & Objectives	3
Technical Information	4
Abstract	4
Goals.....	4
Process	5
Stage 1: Power down – Migration – Power up Sequence (1 Hour)	5
Stage 2: Network Equipment Firmware Update (20 Minutes).....	5
Stage 3: Restoration of service and verification of end results (45 Minutes)	5
Risks & Planning	6
Risks	6
Execution Timeframe and Participants.....	6
Monitoring Guidelines	6
Network Suppliers & Partners	6
Disclaimer	6

Cloud Technologies

Introduction

Cloud Technologies responds to the market's need by solving the problems traditional infrastructure faces regarding flexibility & scalability. Leveraging Virtualization Technologies, Cloud Technologies enables customers to build highly available datacenter infrastructures at significantly reduced cost.

Our mission

Cloud Technologies responds to the market's need by solving the problems traditional infrastructure faces regarding flexibility & scalability. Leveraging Virtualization Technologies, Cloud Technologies enables customers to build highly available datacenter infrastructures at significantly reduced cost.

Datacenter infrastructure as we know it is changing all around us. The days of major CAPEX investments in new hardware are over; with virtualization technology, enterprises are able to quickly deploy any application or service with the click of a button.

To support this flexibility over the next ten years and beyond, enterprises must look ahead, understand the trends and forces that will shape the Internet and Datacenter in the future and move swiftly to prepare for what's to come.

At Cloud Technologies, our mission is a non-stop effort to maximize resource efficiency, respond to any business need, reduce business continuity costs, integrate our Public Cloud with any Private Cloud and deliver a rock-solid virtual infrastructure with a tight Service Level Agreement.

Our Vision, Values & Objectives

To support our customers with a stable platform founded on expertise, professionalism, and ethics through honesty, accountability, and responsiveness.

- *Customer orientation*
- *Results orientation*
- *Quality*
- *Discipline*

Our values serve as a compass for our actions and describe how we execute our mission.

Technical Information

Abstract

After experiencing a customer-affecting power event at our BRU1 datacenter for which the cause remains unidentified by our datacenter operator to this day, we have undertaken a series of proactive steps to reduce the vulnerability of our infrastructure to such events in the future.

As part of this effort, on the 19th of January 2012, we will be migrating our complete footprint at the BRU1 site to a new electrical infrastructure provisioned at our request by the datacenter operator.

Since this is a service-affecting maintenance with operational impact, we will also use this opportunity to do miscellaneous housekeeping necessary for the improvement and further evolution of our services, including a firmware upgrade on some of our network equipment.

Goals

The following goals are expected to be achieved upon conclusion of this migration:

- *The migration of the complete BRU1 site of Cloud Technologies to a new electrical infrastructure.*
- *Proactive upgrade of our switching and routing equipment to latest vendor-recommended versions.*

Process

We will execute this maintenance in three stages in order to assure minimal downtime: a power down - migration - power up sequence, a network equipment software upgrade, final restoration of service and validation of the end result.

Stage 1: Power down – Migration – Power up Sequence (1 Hour)

A network engineer will initiate a configuration freeze, and disable the *Cloud Technologies Scalable Infrastructure Manager* and the public *API* to create an effective provisioning freeze to prevent any undesired or unforeseen interaction between the provisioning system and the infrastructure serviced.

A network engineer, with the help of an electrical engineer, will then proceed to execute a manual, controlled power-down of all infrastructure at the BRU1 site including any and all computational, network, storage and supporting equipment.

An electrical engineer will then perform the necessary re-cabling to connect all the equipment to the newly provisioned infrastructure provided by the datacenter operator, after which, together with a network engineer, the equipment will be gradually powered up on the new electrical infrastructure.

All affected services will remain inaccessible at the completion of this stage.

Stage 2: Network Equipment Firmware Update (20 Minutes)

A network engineer will, on a consecutive device-per-device base, perform a firmware update complemented with an equipment re-start required to activate the new firmware.

Stage 3: Restoration of service and verification of end results (45 Minutes)

A network engineer will instruct all cVPS, cNet and cStorage services at the BRU1 site to resume operation. Upon successful restoration of all active services, the *Cloud Technologies Scalable Infrastructure Manager* will be re-enabled and normal operating conditions will resume.

Risks & Planning

Risks

This is a planned intervention with service impact. During the intervention, all cVPS Standard SLA servers will be temporarily powered off until the maintenance is complete. It is expected that this intervention will result in the unavailability of all Standard SLA cVPS servers for a duration of up to 120 minutes in a single consecutive period within the maintenance timeframe.

We expect no operational impact for Advanced and Enterprise SLA cVPS servers as they will perform an preemptive fail-over to another datacenter ahead of time.

Execution Timeframe and Participants

This maintenance is scheduled to be executed on **19 January 2012** between **11pm** and **5am CET**.

During the maintenance window and until 9am the Cloud Technologies main number **+32 (0)2 669 05 00** will be rerouted to the **24/7 Network Operations Center**, resulting in direct communication with our senior engineers.

Participants in this migration will be the *Senior Network Engineers* and an *Electrical Engineer*, supervised by our *Network Operations Manager*.

Monitoring Guidelines

The cVPS M&A (*Monitoring & Alerting*) add-on services will be disabled during the entire maintenance window; we encourage all customers, distributors and partners to do the same.

Network Suppliers & Partners

All network equipment at the BRU1 datacenter will be temporarily shut down, you are hereby *explicitly* instructed to disable any and all monitoring and alerts towards our infrastructure during the maintenance window.

Network suppliers and partners who are not yet redundantly connected and would like to do so, please contact your *Distribution/Partner Relation Channel* contact and start the required procedures.

Disclaimer

Please note that, during the maintenance window, mobile calls to our senior and executive management will not be answered. You are required to inform your management and customers about this maintenance.