
From: Rick Borgers
Sent: Monday, December 08, 2003 6:04 AM
Subject: DigiStamp server site incidents

Dear DigiStamp user,

We experienced problems with both production time stamp server sites for the past 4 days. There have been outages at both locations. On Saturday both servers were unavailable for several hours at mid-day (CST).

We are working to resolve the problems and operations have been restored. There could be short duration outages for the next 2 days.

Details: We have experienced multiple, simultaneous hardware failures at both locations. Generally, very unusual types of failures and in multiple combinations. These included problems were with routers, raid devices, name servers, and a firewall. There have been no security related issues and the problems have been basic hardware failures. DigiStamp will restore operations and make the necessary changes to give you the reliability that you expect from DigiStamp.

As a somewhat humorous tangent and a non-technical explanation of these unusual series of technical problems is that I recently boasted that it had been several years of perfect up-time due to our multiple site design. Within 48 hours we had this series of problems. Coincidence? of course. But I think that I will be quietly appreciative of the technology, no more boasting.

Thank you for your patience,
Rick Borgers
Lead Developer
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