

the Availability Digest

www.availabilitydigest.com
[@availabilitydig](https://twitter.com/availabilitydig)

@availabilitydig – Our July Twitter Feed of Outages

July 2014

A challenge every issue for the Availability Digest is to determine which of the many availability topics out there win coveted status as Digest articles. We always regret not focusing our attention on the topics we bypass. With our new Twitter presence, we don't have to feel guilty. This article highlights some of the @availabilitydig tweets that made headlines in recent days.



911 outage leads to confusing and tragic delay for Kansas woman.

It took an ambulance nearly 15 minutes to reach a dying woman, even though the ambulance crew was based nearby. The reason? A crew laying fiber optic cable for AT&T had inadvertently slashed a major line that connected much of the area to the 911 emergency system – and no one knew.

<http://t.co/Cxpe23XlmI>

New LinkedIn Thread on the Continuous Availability Forum: “Windows XP, Windows Server 2003 – What are you doing for compliance?”

Organizations that use unsupported operating systems are no longer compliant with many regulations. In particular, continued use of Windows XP (now) or Windows Server 2003 (in a year) will violate PCI DSS compliance. Does your organization still run these operating systems; and if so, what are your plans for upgrades?

<http://t.co/7mVSj79c2k>

Thx to @ianopenvmsorg for pointing us to this great BBC communications msg about the recent iPlayer Radio outage.

Richard Cooper, the BBC's Controller of Digital Distribution for BBC Future Media, explains in great detail what happened to cause the weekend-long incident that impacted BBC iPlayer, BBC iPlayer Radio, and audio and video playback on other parts of bbc.co.uk. The BBC also had to use its emergency homepage for prolonged periods of time.

<http://t.co/g7NvvuYvvd>

From the Availability Digest: "Windows Server 2003 Nearing End-of-Life."

Shades of Windows XP! Microsoft ended support for its Windows XP operating system on April 18, 2014. Support for its popular Windows Server 2003 operating system will be ending in a year, on July 14, 2015. Windows Server 2003 is running on 11.7 million servers worldwide. Many of these servers are running mission-critical applications for an enterprise.

<http://t.co/vXT9rOp9bb>

Total internet failure: are you prepared?

A total internet failure is the one thing that could stop any business in its tracks, yet few are preparing for this possibility, consultancy KPMG has warned.

<http://t.co/Lasftx8oZ8>

Thanks to @ianopenvmsorg for alerting us to "Tech Problems Plague BBC Online Services"

The popular iPlayer service was out of action over most of the weekend thanks to problems with the database behind the catch-up service.

<http://t.co/idh273TI2L>

How Facebook Moved 20 Billion Instagram Photos Without You Noticing

This spring, as some 200 million people were using Instagram on their smartphones, a small team of engineers moved the photo sharing service from Amazon's cloud computing service - where it was built in 2010 - into a data center operated by Facebook, which bought Instagram in 2012. Facebook called it the "instagation," and users never noticed. The Instagram switch was the live migration of an enormous—and enormously popular—operation.

<http://t.co/6CXhRIwWhG>

Can Dragonfly Attacks Cause Data Center Outages?

Data security firm Symantec has been sounding alarm bells with reports of an ongoing cyber espionage campaign by a group dubbed Dragonfly. The group's initial targets were defense and aviation companies in the U.S. and Canada; but in early 2013, the focus shifted to U.S. and European energy firms.

<http://t.co/am73rS3Vuf>

July 10, 1926: The Day Nature Blew up a Town in New Jersey (U.S.)

88 years ago, an explosion of almost unbelievable proportions rocked northern New Jersey, killing nearly two dozen people and shaking the military to its core. The cause was neither criminal nor an act of war but rather a single bolt of lightning.

<http://t.co/UJkcjaLQ7g>

Why downtime is more than just an inconvenience for your business

In the unpredictable world of IT and the Internet, spells of downtime are an inevitability; an unavoidable problem. But this doesn't mean they should be accepted and ignored. The consequences of downtime can be grave for smaller companies, and brands of all sizes risk losing customers forever if their services are inaccessible.

<http://bit.ly/WLlPqO>

Want credit for June's Exchange blackout? File a claim.

Microsoft will require companies to file individual claims if they want a service credit for the Exchange Online outage of last month. "If it's determined that the service didn't meet [the 99.9% uptime] bar in a particular month, we'll work with customers to credit them appropriately," a Microsoft spokesperson said. "This is on a case by case basis given the impact of service issues can vary among customers."

<http://t.co/BvnINGibKR>

Report: Colorado's \$58 Million Computer Upgrade To Be An 'Epic Failure'

A \$58 million overhaul to Colorado's computer accounting system, performed by the same company blamed for the meltdown of HealthCare.gov, is poised to be an "epic failure."

<http://t.co/PvEMaBF0rF>

Digest Ed. Bill Highleyman will speak at Continuity Insights 2014 Conference. "DDoS Attacks Can Take Down Your Online Services."

Dimension Data cloud goes TITSUP down under... after EMC storage fail

Replacement hardware needed as Australian cloud flops for 48-plus hours.

<http://t.co/q2RAVkgjgF>

Ten of the Strangest Data Center Outages

While data center outages have become less frequent, things still occasionally go wrong. Sometimes, there are also instances when something strange and completely unexpected causes the dreaded unplanned data center downtime.

<http://t.co/DXSBUh0dcO>

Digest Ed. Bill Highleyman gives successful talks in South Korea & Taiwan. "Help! My Data Center is Down!"

From June Availability Digest: "Windows XP Is No Longer PCI DSS Compliant."

Even though Microsoft's Windows XP operating system is still running on 25% of the world's desktop computers and PCs, Microsoft elected to end XP support on April 8, 2014. According to the Payment Card Industry (PCI) standards organization, XP systems no longer comply with the PCI Data Security Standard (DSS).

<http://t.co/vstvgCgWok>

Complicated, confusing EHRs pose serious patient safety threats

Confusing displays, improperly configured software, upgrade glitches and systems failing to speak to one another—those are just a few electronic health record-related events that put patients in danger, according to a new study.

<http://www.modernhealthcare.com/article/20140620/NEWS/306209940>

Hyperscale Networking: Coming to a Data Center Near You?

Hyperscale implies massive infrastructure, but key technologies may wind up in standard enterprise settings as well.

<http://t.co/NBkyPai6cT>

Gravic EVP Paul Hostenstein explains how Shadowbase data-repl engine helps stock exchange speed daily settlements.

A regional South American stock exchange realized that it could not reliably achieve same-day securities settlement-commitment times due to the manual reporting of trades to its clearinghouse and the often ensuing data-entry errors. Using heterogeneous data replication, it re-architected its interaction with the clearinghouse to make the process fully automatic.

<http://t.co/fqc3VwoPB8>