

16 October 2024

Document: ICDR-2024-004

Subject: Bangmod.Cloud Incident Report

To: Valued Customer

**Incident Details:**

Date and Time of Initial Incident	October 7, 2024, at 07:20 PM
Recovery time	October 7, 2024, at 08:27 PM
Incident Type	Power Outage
Affected Device/Area	Cabinet BE04 at The Cloud Datacenter (CSL-TC) is affecting some users of Cloud Server, Dedicated Server, Co-Location, and Hosting services (WPNG4, QUALITY1, QUALITY2).

**Description of Incident:**

On October 7, 2024, a service outage occurred due to a power failure caused by a fire in the Power Distribution Unit (PDU) of cabinet BE04 at the Datacenter (CSL-TC). The incident disrupted multiple services.

**Action Taken for Restoration:**

The Datacenter (CSL-TC) replaced the damaged PDU.

**Actions Taken:**

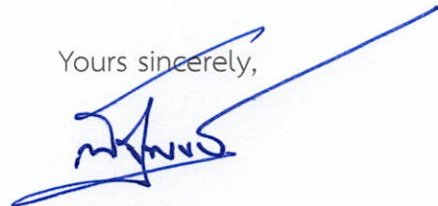
Time	Details
07:20 PM	The incident was detected and reported by the Monitoring System.
07:22 PM	The System Administrator contacted the Tier 3 System Engineer as the

Time	Details
	incident affected multiple services.
07:22 PM	The Tier 3 System Engineer acknowledged the issue and began the diagnosis.
07:31 PM	The issue was reported to the Datacenter (CSL-TC) for inspection of cabinet BE04.
07:37 PM	The Datacenter (CSL-TC) acknowledged the report and initiated troubleshooting procedures.
07:37 PM	The Datacenter (CSL-TC) reported a power outage due to a fire on the PDU of cabinet BE04.
08:21 PM	The Monitoring System confirmed Hosting Services (WPNG4, QUALITY1, and QUALITY2) were back online.
08:26 PM	The Datacenter (CSL-TC) reported the completion of the PDU replacement.
08:27 PM	The Monitoring System confirmed BE04 was back online.
09:59 PM	All services were confirmed to be operating normally.

**Actions to Prevent Recurrence:**

1. Relocated high-power consuming servers to other cabinets to balance the power load and reduce the risk of overloading the PDU in cabinet BE04.
2. Implemented a weekly procedure to recheck the power usage.

Yours sincerely,



Nattaphong Bupasiri

General Manager