

Blacknight Statement on Network Outage

All Services Restored

27 OCTOBER 2015, CARLOW, IRELAND

SUMMARY

Blacknight confirm that the network outage has been resolved. All websites, email and other services are working as normal. No customer data was at risk during the interruption to services.

Blacknight can confirm that the major outage which affected its network this afternoon has been resolved, and all customer websites, email and other services are functioning normally.

At 12:11 Irish time on Tuesday 26th of October, one of our networks in Dublin became unreachable. This caused a larger issue because it impacted our primary DNS servers. DNS is the directory service which allows your computer or mobile device to connect to the correct server for your website, email or other service.

Blacknight's network engineering team worked to resolve the issue and restore service, while customer service staff moved quickly to respond to customer queries by phone and social media.

The issue was resolved at 13:55, and full service restored.

An investigation is currently underway into the cause of the issue. Initially, the outage bore all the hallmarks of a malicious DDOS (Distributed Denial Of Service) attack, but those suspicions have been discounted and the investigation is continuing.

The company can confirm that there was no risk to customer data, and that emails which were queued during the outage are being delivered.

Blacknight is Ireland's largest provider of web-hosting and domain names. We have invested heavily in both infrastructure and staff, and take pride in the security and reliability of our systems.

We take seriously our reputation for prompt, effective customer service and we are committed to transparent communication with our clients.

In particular, we maintain a proactive, responsive presence on major social media networks.

This was especially effective on this occasion as we worked to keep our customers informed. In turn, our customers used the same channels to pass the message on to their users.



RELEVANT LINKS

 **Blacknight Hosting & Domains**
<https://www.blacknight.com/>

 **Blacknight Offsite Status Site**
<http://blacknight.tech>

 **Blacknight on Twitter**
<https://twitter.com/blacknight>

SPOKESPEOPLE



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ABOUT BLACKNIGHT

Blacknight (<http://www.blacknight.com/>) are an Irish based, ICANN accredited domain registrar and hosting company. Recipients of several awards for their revolutionary use of social media, Blacknight are one of Europe's most cutting edge Internet companies. Blacknight constantly seek to lead the way by introducing innovative solutions for its client base and provide dedicated servers and co-location as well as a comprehensive range of Microsoft Windows and Linux based hosting plans and domain name registration services to business globally. IP transit services and other solutions for more demanding business and academic customers are offered a la carte.



Blacknightnewsroom