

446 Days' Uptime... Shot Down In Flames

After 446 days of continual uptime on the Linux server, we just experienced almost three days' downtime as the result of a fire at the data centre, which took out all the electrical supply to the building.

Please note that further updates will not be posted on the front page of this web site, but instead on the Service Status page which is also summarised under Network Issues on the Home Page in the right-hand column.

The full story can be read here:

<http://service-update.theplanet.com/>

The Planet acquired EV1 Servers (also formerly RackShack) some time ago, and over the many years we have hosted with them their service and performance has been exceptional.

At this stage we are experiencing a very high server load due to the backlog of email that has been accumulating over the last few days and is now getting delivered to our server. Just to make things more exciting, we also seem to be currently getting reverse spam-bombed in a kind of major way. This could cause some intermittent outages on the SMTP service in particular. If you are currently using our server to send your outgoing mail you may find it better to switch to the SMTP service offered by your Internet provider.

We'd like to thank you for your patience, we realise how frustrating it is to be without your email for such an extensive period of time. Please contact us with any SLA-related queries.