



# Incident RFO

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**Incident Summary:**

RFO Date:	19-Oct-2017
Incident ID:	47565459
Location:	Global
Affected Services:	Reverse DNS and Global Load Balancing
Incident Start Time:	06-Sep-2017 20:00 UTC
Incident End Time:	07-Sep-2017 17:45 UTC
Duration:	21h 45m

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**Additional Details:**

At 06-Sep-2017 20:00 UTC, Reverse DNS and Global Load Balancing services were unavailable. During the investigation it was discovered that multiple domain names (global-datacenter.com, global-datacenter.net) were mistakenly allowed to expire and were in hold status. The domains names were immediately renewed with the registrar resulting in the restoration of the Reverse DNS service at 06-Sep-2017 23:30 UTC and the Global Load Balancing service at 07-Sep-2017 17:45 UTC.

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**Future Mitigation:**

An audit was conducted and one additional domain name was found to be incorrectly classified (network-layer.net). To prevent recurrence of this issue, these domain names are now classified correctly and will renew automatically.

We sincerely apologize for any inconvenience that this incident may have caused.

Thank you,

Bluemix Infrastructure Operations