

Reason For Outage (RFO): Network connectivity issues

Thursday 30th October 2025

Impact

Network connectivity to resources located in our UK data centre was interrupted. As this location hosts the majority of our hosting and management infrastructure, the issue affected most Blake Mark Productions hosting services, including shared web hosting and management systems.

Background

Blake Mark Productions operates hosting infrastructure across multiple UK locations to ensure resilience and redundancy. Our core network point of presence connects to multiple upstream transit providers, with the majority of production services (including shared hosting and management platforms) located within our primary UK data centre, connected via multiple high-capacity fibre links.

Details

On 30th October at 01:08, our monitoring detected widespread connectivity issues affecting multiple hosting services. At 01:18, our on-call engineer responded and began investigating. At 01:45, the issue was escalated to our network engineering team, who identified the fault and restored the majority of services by 02:18.

However, some internal management systems (including control panels, DNS API, and authentication services) remained intermittently degraded due to connectivity to external systems. Normal service for all systems resumed at 16:05.

Investigation

We identified that one of the fibre optic links into our primary London data centre experienced an interruption of around six seconds at 00:57. During this short period, routing equipment began to move traffic to alternate links. When the original connection was restored, a software bug within the routing engine caused approximately 50% of traffic to be directed toward the previously interrupted link, resulting in dropped packets and connectivity loss.

An investigation into this issue lead us to believe that the routing software bug has been resolved in a recently released software update. A rolling software update was performed across all London routers on the evening of 30th October 2025.

With regard to the management systems, the redistribution of traffic triggered a false loss-of-connectivity event within one of our hardware firewalls, intermittently blocking access to management services throughout the day. A configuration change was applied at 16:05 to resolve the issue and restore normal operation.

Improvements

- Identification of affected links was slower than ideal. Monitoring tools are being improved to highlight link faults faster without requiring escalation to our backend network engineering team.
- The delay between incident start and initial status page communication has been reviewed, with new procedures introduced to ensure faster updates.
- Internal alerting within our incident management system is being improved to notify staff of major incidents more rapidly.
- Configuration changes have been made to firewall link detection to enhance resilience and reduce false triggers.

Please accept our apologies for the disruption caused by this outage.

We appreciate your patience and understanding while we worked to restore services and strengthen our network to prevent recurrence.

Issued by:

Network Operations

Blake Mark Productions Hosting Division