

Is Bluehost Hiding From Major Server Meltdown

Chris Ryan November 21, 2013



Blue Host Waiting

Today we had a partial outage at the Provo Data Center which was caused by an electrical wire in the system that failed and created a power arc which shut down one power leg in the system. This particular failure is extremely rare.

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Bluehost Hosting, wholly owned subsidiary of Endurance International Group (NASDAQ:EIGI), today had a really bad day.

One of our sites we host went down this morning, so we contacted Bluehost, the response we got was;

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"...At 11:37AM EST, we became aware of an issue in one of our data centers. Our operations team responded immediately and is working as quickly as possible to assess the situation and restore all services. Some customers are experiencing issues as a result. We appreciate your patience as we work to resolve the situation. We will keep you updated as more information becomes available..."
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This "minor issue" was then validated by a string of twitter comuncations that the company issued throughout the day ([click here](#))

With no mention of anything severe from Bluehost, and still no website after 9 hours,we spent 30 minutes for a online chat session to which painted a chilling different story

"....Today we had a partial outage at the Provo Data Center which was caused by an electrical wire in the system that failed and created a power arc which shut down one power leg in the system. This particular failure is extremely rare. The data center has redundant power systems in place to handle this and other types of electrical events. In a typical power outage our systems can automatically switch to the redundant power systems, however this specific case required a manual switch. This means admins had to physically unplug wires and move them to the redundant power systems.

Once power was restored all affected servers had to be rebooted. Many systems came right up, but when systems are restarted they sometimes have error messages that need to be looked at and addressed by an admin before service and access to the server is fully restored. This event affected a number of VPS and Dedicated servers on our platform but did not affect shared hosting customers. When speaking with customers please let them know all procedures were followed and our plans worked as they were supposed to.."

Now this is the disturbing part, Bluehost has and is continually omitting the severity of this problem to its customers.

From a conversation with Bluehost representative, The technical support staff has knowledge of this problem, and has not issued a public statement to the severity of the problem.

If you were effected by this problem, and have similiar story from Bluehost we would like to here from you at chris@newswire.net

Provo, Utah