

## Shared Email & cPanel Server Down Due to Power Outage

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Our network team has identified that there is a power outage at the data center hosting shared cPanel and shared email systems.

### **4-14-22 - 12:38PM**

Most of the email services are back online. We continue to see some issues with login and mail client configuration. The resolver team will work on these on a case-by-case basis. Email sending is working fine but receiving is working with a delay of 5 minutes.

### **4-14-22 - 8:25AM**

The system administration team has restored the Outbound Services of the Email Hosting Servers. You may notice a small delay in those emails because it will take sometime for the queue to clear the backlog.

We are further investigating on the Inbound Services and will continue to update this article with additional information in regular intervals.

### **4-13-22 - 7:18PM**

Cpanel shared hosting is back online. Our Network administrator team continues to work on rerouting the traffic back to the servers as per their recovery plan.

### **4-13-22 - 4:49PM**

We have received reports that the migration has been completed successfully and our team was also able to regain the power supply at the data center.

Our network team is working on restoring the server connectivity.

### **4-13-22 - 2:50PM**

The team is working on priority to migrate the impacted servers to our other available data centers which should help us get the services up sooner.

The migration is in progress and an update will be provided to this article as soon as additional information is available.

### **4-13-22 - 2:09PM**

Our network team has identified that there is a power outage at the data center hosting shared cPanel and shared email systems.

An update to this article will be provided as soon as additional information is available.

### **4-13-22 - 12:49PM**

Investigating  
On further investigation, we are noticing network issues due to which most of our shared and email hosting servers are impacted.

Our network team is working on priority to resolve the same.

Posted April 13th, 2022 12:49 pm

Investigating  
We are facing connectivity issues across a few of our servers due to which you might face intermittent issues while:

Accessing the Website on a browser

### Accessing the cPanel/WHM Panel

Our Server Administration Team is working to restore services. An update will be provided to this thread as soon as additional information is available.

Posted April 13th, 2022 12:35 pm