# Incident Report – Power Outage in DeluxHost Rack (Nikhef)

Incident Date: June 26, 2025

## Incident Timeline

- 13:54 – Start of the incident: power outage of our rack in Nikhef
- 14:15 – Core routing restarted at Nikhef;

## Incident Description

On Thursday, June 26, 2025, at 13:54, a power failure occurred in DeluxHost's rack at the Nikhef datacenter. Both breakers were tripped, resulting in a network outage with impact.

## Impact

The following services were (temporarily) affected:

- Standard VPS/VDS
- Plus VPS/VDS
- Dedicated Servers in Amsterdam

## Recovery Progress

- 13:54 – Both breakers in DeluxHost's rack failed, causing a major portion of the network to go offline
- 14:15 – Core routers in Nikhef started. Most services became operational again

**Root Cause Analysis**

- Both power feeds in the rack at Nikhef failed
- Redundancy for certain connections did not function properly

**Preventive Measures**

1. **Reduce power consumption** in the rack at Nikhef to lower peak load and allow the redundant feed to absorb it more effectively

2. **Improve communications** and reachability