Krystal Hosting Ltd
124 City Road
London
EC1V 2NX

0208 050 1337
contact@krystal.io

Reason For Outage (RFO): Network connectivity issues
Thursday 30th October 2025

Impact

Network connectivity to resources located in our Netwise East data centre was interrupted. As this data centre hosts the majority of our service infrastructure, this affected most Krystal services including hosting and Katapult.

Background

Krystal operates our UK network across multiple locations in London. Our core network point of presence is in Telehouse where we pick up connectivity from multiple transit providers. The majority of our production services (including shared hosting and Katapult) are located at the Netwise East data centre, which is connected back to Telehouse over multiple 100G fibre connections.

Details

On 30th October at 01:08, our monitoring noticed widespread connectivity issues to multiple Krystal services. At 01:18, our on-call engineer responded and investigated. At 01:45, this was further escalated to our network engineering team who tracked down the fault and restored the majority of services at 02:18.

However, some internal services (specifically those which run our management services including Krystal Identity, Katapult Console, Onyx Portal and DNS API) remained degraded. The services were mostly available but experienced connectivity issues when talking to external services both inside and outside of our network. Normal service resumed for these services at 16:05.

Investigation

We identified one of the fibre optic connections into London East experienced an interruption of around 6 seconds at 00:57. During this short period, our routers started to move traffic to alternative links, however the previously interrupted connection was restored during this process, triggering a bug in the routing engine that caused approximately 50% of our London East traffic to be directed towards this link and then dropped.

An investigation into this issue leads us to believe that the routing engine bug has been fixed in a recently released software update, and on the evening of 30th October, we performed a rolling software update on all London routers.

With regard to the issues with our management services, the redistribution of traffic caused one of our hardware firewalls, which protects our management service clusters, to erroneously detect a loss of connectivity, and intermittently block access to those services throughout the day. A configuration fix was applied to correct this issue at 16:05 which resolved the issues.

Improvements

- Identifying the affected link was slower than ideal. We are going to be improving our monitoring tooling here to help identify this faster without requiring escalation to our backend network engineering team.

- The time from the start of the incident to the first post on our status page was delayed. We are improving our internal processes to ensure this happens more quickly.

- We have identified some improvements we can make to our incident management system to ensure staff are alerted to major incidents more promptly.

- Configuration changes have been made to our hardware firewalls to improve the link detection to improve resilience.

Please accept my apologies for this outage.

Charlie Smurthwaite
Head of Network