



F E R M O R I T E

# Status page End-user manual

*Fermorite Cloud Team*



F E R M O R I T E

## Contents

Fermorite status page overview .....	3
How to navigate the Fermorite status page sections .....	4
How to subscribe to Fermorite status page email alerts .....	6



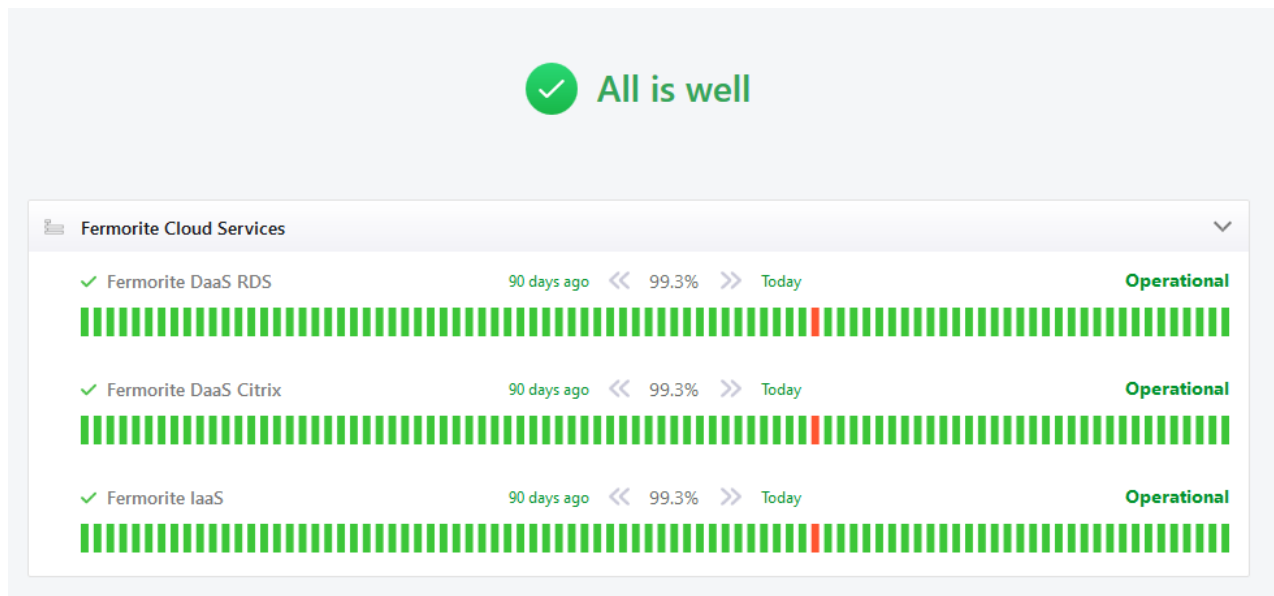
## Fermorite status page overview

Fermorite status page (<http://status.fermorite.com>) is a Web-based application which allows for real time Fermorite communication to its customers about the following areas:

- Scheduled maintenance
- Emergency maintenance
- Incident monitoring

The Fermorite status page reflects the current operational status of the following Fermorite Cloud services:

- Fermorite DaaS RDS
- Fermorite DaaS Citrix
- Fermorite IaaS





## How to navigate the Fermorite status page sections

When a scheduled maintenance session has been planned it will appear in the Fermorite status page.

### SCHEDULED MAINTENANCE

Scheduled at Sep 25, 11:00 pm to Sep 26, 02:00 am EEST  
Daas Citrix/RDS scheduled maintenance

Upcoming in 8 hours, 50 minutes

Duration  
3 hours

As part of this Citrix scheduled maintenance, the following tasks will be carried out in the Citrix/RDS DaaS infrastructure:

- 1) Gracefully logoff all Citrix users
- 2) Install application updates on all Cloud servers
- 3) Install the September 2020 Windows cumulative updates on all Cloud servers
- 4) Perform proactive disk health checks on all Citrix VDA servers
- 5) Reboot all servers with new Windows updates and Citrix VDA servers

Services affected :

Fermorite Clo... : Fermorite DaaS Citrix Fermorite DaaS RDS

Each scheduled maintenance page post includes the following details:

- Start and end time
- Scheduled tasks to be performed
- Services affected

When an incident occurs, it will appear in the Fermorite status page.

Aug 24, 08:30 am - 09:45 pm EEST  
Network outage from upstream provider

Resolved incident

Duration  
13 hours, 15 minutes

By clicking on the incident title, you will be able to view more details and real-time information about the steps taken to resolve the issue.

Current status > Incident history > Incident

Aug 24, 08:30 am - 09:45 pm EEST  
Network outage from upstream provider

Resolved incident

Duration  
13 hours, 15 minutes

Our services have been disrupted since 08:30 this morning (24/08/2020) due to multiple fiber optic cuts on our upstream providers' network.

Technical teams have been on site since 09:00 am trying to fix the problem and restore connectivity. Operations have been restored and all Fermorite Cloud services are now back online: <https://access.fermorite.cloud>

Despite the fact that we took every precaution to ensure that our services will always be available, the incident was severe and many other providers and services in the whole region of Athens and Peloponnese have experienced loss of service.

Services affected :

Fermorite Clo... : ✗ Fermorite DaaS Citrix ✗ Fermorite IaaS ✗ Fermorite DaaS RDS

09:45 pm Fiber optic cable operations restored. All services are back online.

To review the history of past incidents, navigate to the "Past Incidents" section of the status page.



F E R M O R I T E

#### PAST INCIDENTS

Sep 25 2020

A smooth day

No incidents

Sep 24 2020

A smooth day

No incidents

To navigate to the home dashboard of the Fermorite status page, click on the Fermorite logon on the top left hand corner of the page.



 All is well



## How to subscribe to Fermorite status page email alerts

In order to stay up-to-date with real time information about Fermorite Cloud service operational status, please follow the process below:

- 1) Open your Web browser and navigate to <http://status.fermorite.com>
- 2) Click on the **Subscribe** button on the top right hand side of the page and provide a valid email address on which you will be receiving email alerts. Then click **Subscribe**.

Support Agent Login **SUBSCRIBE**

Subscribe here to get email notifications for incident updates.

Enter valid Email

Subscribe

- 3) Check your mailbox for an email with subject "Freshstatus updates".

### One last step, please check your inbox



You need to verify your email id to receive incidents & status updates.  
Please check your inbox for confirmation email.

[Back to Statuspage](#)

- 4) Click on the confirmation link inside this email message to confirm your email address.

Hi,

You subscribed to fermorite's status page

We just want to make sure that it is really you.

We'll be sending you realtime updates from fermorite's status page once you confirm your email

[Yes, This is my email](#)

- 5) Your email subscription to Fermorite status page should now be successful and you will be receiving email alerts for any incidents, maintenance and status updates.



F E R M O R I T E

## Your subscription to fermorite Status page is successful



You will receive incidents, maintenance and status updates from now.

[Back to Statuspage](#)