VSHIELD

Update regarding the DE outage
January 16, 2026 – 02:00 PM EST

On January 13 at around 11AM EST, our monitoring system detected a downtime on some of our German nodes, after verification by the datacenter team, it was noted that an electrical component failure affected one particular rack, which is about 40% of our servers in that location.

The first step taken after this incident was to move the unaffected racks to another bay in the datacenter, ensuring the nodes were safe from this electrical hazard. We then proceed to do a full data backup of the unaffected servers; in case a similar incident happens. Due to the 100+ terabytes of data needed to be secured, this process was completed on Jan. 15 at around 7PM EST.

The second step which began in the morning of Jan. 14 was to get a full scope of the damage caused on the servers, that's when we discovered that a power surge ended up frying most of the hardware within the rack, doing much more damage than the team initially assessed visually shortly after the incident.

The third step, shortly after the assessments, was an operation to retrieve as most data as possible from the disks, while we did encounter some success, a majority of the disks were either unresponsive or had corrupted/incomplete files. Noting that our setup for these nodes was in RAID-0.

Since the VSHIELD team isn't specialized in data, we decided that the best course of action was to ship the disks directly here in Canada, so we can have them physically analyzed for internal damage by our trusted partners and be sent out for data recovery with specialized firms. The disks arrived this morning in Canada and steps are now being taken to distribute the hardware.

While our logs and initial reports lead us to believe there is a 75%+ success rate for these types of recovery operations, the initial ETA provided by our partners is a **few weeks** as they need to work on **over 70 terabytes** of data.

Rest assured that the data on other German nodes that are currently online is safe, backups are stored off-site. As usual, we recommend all customers to do periodical backups of their data, as hardware can always fail without notice.

While we work with our partners on the next steps, we will be offering replacement free of charge for up to 3 months or until we have a final resolution on the matter.

If the replacement hasn't been claimed already, please open a ticket via our Discord Server or via CP ticket.

We will be providing constant updates on the matter as information comes in. We are truly sorry for the inconvenience occurred and we thank you for bearing with us during this hardship.