

# Human Error Examples (2)

- A system administrator closed all applications on one server in an active/active pair to upgrade it and then shut down the operating server.
- A test technician failed to disable a fire alarm actuator prior to testing the fire suppression system.
- Siren noise damaged several disks, including the virtual backup disks.
  - Shouting in the datacenter: <https://www.youtube.com/watch?v=tDacjrSCeq4>
- (hosting.com) Incorrect breaker operation sequence executed by servicing vendor caused a shutdown of UPS and offline time to websites of 1-5 hours
- Thirteen million German web sites went dark when an operator mistakenly uploaded an empty zone file.
- (And many more!)

Source: [http://www.availabilitydigest.com/public\\_articles/0704/data\\_center\\_outages-lessons.pdf](http://www.availabilitydigest.com/public_articles/0704/data_center_outages-lessons.pdf)