Outage Procedures

In order to successfully navigate an outage, please use the following processes:

Before Outages Occur

Who	Task	Notes
VFS Users	Make regular backups of your firewall configuration.	This will make the recovery faster
	Have the authcode (Palo Alto) or license file (FortiGate) of your firewall documented.	This will make the recovery faster

When Outages Occur

Who	Task	Notes
Cybera	Notify VFS members with confirmation that an outage has occurred. This communication will detail an estimated length of the outage and if any steps need to be taken by members.	
	If the outage is expected to be prolonged, Cybera will notify users if an intra (within) or inter (between) regional firewall switchover is needed to be done by VFS members.	

Definitions

Intra-regional Switchover: Creating a new virtual firewall within your "primary" region. For example, if your virtual firewall is normally hosted in Cybera's Calgary region, you would create a new firewall in Calgary.

Inter-regional Switchover: Creating a new virtual firewall within the "secondary" region. For example, if your virtual firewall is normally hosted in Cybera's Calgary region, you would create a new firewall in Edmonton.

> ⚠️ Inter-regional switchovers require manually recreating your firewall in the designated active region. Because of the amount of work required for the Cybera network team to reconfigure your network connection and the amount of work for you to recreate your firewall, regional switchovers will only be initiated when the failed region is expected to be offline for one day or longer.
>
> Automatic failover is on our roadmap for the future.

Recreating Your Firewall

If Cybera determines that the outage will last a prolonged amount of time, we will notify members that they should perform an intra (within) or inter (between) regional firewall switchover of their firewall. If this happens, the following process will happen.

Who	Task	Notes
Cybera	Ensure members' network configurations are in-place in the appropriate region and members are able to recreate their firewall.	
VFS Members	Follow the standard process of Setting up your Virtual Firewall, as you did when you first created your virtual firewall, but using the appropriate region for the outage.	Make sure you have a recent backup configuration of your firewall as well as the appropriate licensing information. You will want to restore your backup configuration rather than configuring your virtual firewall from scratch.

Moving Back to your Primary Region

In the event that an inter-regional switchover has happened:

Who	Task	Notes
Cybera	Communicate to VFS members that the outage is over.	

Cybera	Ensure members' network configurations are in-place in the appropriate region and members are able to recreate their firewall.	
VFS Memb ers	Follow the standard process of Setting up your Virtual Firewall, as you did when you first created your virtual firewall, but using the appropriate region for the outage.	Make sure you have a recent backup configuration of your firewall as well as the appropriate licensing information. You will want to restore your backup configuration rather than configuring your virtual firewall from scratch.

> ⚠ If an intra-regional switchover occurred, there is no need to recreate your firewall. Your new virtual firewall will run as your primary virtual firewall and your original firewall will be removed by Cybera.