

Incident Report

INCIDENT REFERENCE	START DATE/TIME	CLOSE DATE/TIME
08102026	08:57 08/10/2026	09:50 08/10/2026

Incident description

A small number of cloud hosted 3CX instances started experiencing system status check failures resulting in the systems and PBXs appearing offline.

Services impacted

A small number of 3CX instances. This resulted in the systems being unreachable, appearing offline and all 3CX functions, including inbound and outbound calls, failing.

Timeline of events

08:57

- An event is triggered in the cloud hosting environment. This triggers and sends tickets to the Lightwire Service Desk notifying them that a small number of instances hosting 3CX PBXs have failed system health checks.
- The cloud hosting environment triggers auto-recovery process.

09:00

- A Service Desk team member reports the incident to appropriate teams and an investigation begins.
- Incident event sent to impacted customers.

09:02

- Service Desk Team members confirm access to several impacted instances.
- Event logs indicate DNS errors.

09:08

- It is discovered that a few instances have not automatically recovered from health checks.

09:16

- The few instances that have not recovered automatically are manually restarted.

09:22

- The few instances that did not recover automatically are confirmed to be restored.

09:33

- A Lightwire Engineer reports one instance that is showing application-level failure, even though monitoring and health checks were clear.
- The impacted instance is manually restarted

09:41

- The instance showing application-level failure successfully restarts and service is restored.

09:50

- Service Desk manually confirms that all impacted instances are operating as expected.

Root Cause

The cloud hosting platform experienced system health issues.
This resulted in a small number of 3CX instances appearing offline.

Resolution

Several impacted systems had recovered before investigations had begun.
The other few systems were manually rebooted to restore services.

Recommendations/actions taken

A few of the instances were still in an error state 15 minutes after initial alerting. Lightwire engineers are looking into setting up further triggers for if health checks continue to fail for an amount of time after the initial recovery trigger

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