



Date: 08/10/2026

Attention: MIN Customers

Ticket Type: Incident

Cologix Ticket Number: 1879022

Incident Date: 08/06/2026

Customer Impact: Yes

Summary:

Both uninterruptible power supply (UPS) systems supporting MIN1 transferred offline after receiving an Emergency Power Off (EPO) signal. The event caused a power interruption at MIN1 and downstream connectivity impact for certain Customers in other MIN facilities that rely on connectivity through MIN1. The investigation identified a legacy remote EPO control path associated with both UPS systems and located in a shared building electrical room. The UPS systems were restored and later verified to be operating as expected, and the EPO control path was removed from both UPS systems.

Timeline of Events (in Central Time)

TIME	DATE	DESCRIPTION
1:53 PM	08/06/2026	The two MIN1 UPSs transferred offline.
2:00 PM	08/06/2026	Cologix Live Support (CLS) opened the event notification while the Local Operations and Network Teams were troubleshooting reported service impact.
2:02 PM	08/06/2026	CLS sent Customer communication regarding the UPS issue and ongoing investigation.
2:30 PM	08/06/2026	The Local Operations team continued troubleshooting the impacted UPS's, performed the necessary resets, and completed the appropriate power-up procedures as part of the remediation efforts.
2:48 PM	08/06/2026	Power conditions returned to normal and affected systems stabilized.
3:36 PM	08/06/2026	Customers with open cases began reporting restoration of services.
4:11 PM	08/06/2026	The Local Operations Team verified that the affected infrastructure was operating as expected and engaged the UPS Vendor for a comprehensive log review.
10:05 AM	08/07/2026	The Local Operations, DCIM, and UPS Vendor teams reported that event logs and onsite review aligned with an EPO event associated with a legacy remote EPO control path that was located in a shared building electrical room.
12:39 PM	08/07/2026	The remote EPO wiring was removed from both UPS systems and pulled back to the nearest junction box, isolating that remote EPO path.

Root Cause

Based on the UPS event logs and onsite review, the UPS systems operated as designed in response to an unplanned and unauthorized Emergency Power Off (EPO) signal by a non-Cologix employee or contractor. The EPO signal was transmitted through a legacy remote EPO control path connected to both UPS systems from a panel located in a shared building electrical room under Landlord control. The investigation indicated that contact within the remote panel during building-related electrical work or investigation completed the EPO circuit, causing both UPS systems to go into Emergency Power Off.

Corrective Actions

- The Local Operations team reset the impacted UPS and followed the appropriate power-up procedures to restore the equipment to normal operation.
- UPS Vendor inspected both affected UPSs confirming proper operation and stability.
- UPS logs, SD card data, and power-quality readings were collected and reviewed to support final validation.

Additional Actions

A remote EPO path has been modified, and EPO signals now fall under Cologix's exclusive control.