

# Entanet Technical Services



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Date: 11<sup>th</sup> September 2006

Incident Date: 09th August 2006 19.00hrs – 23.30hrs

**Neil Watson, Technical Support Manager, Entanet International Limited.**

## Introduction:

The purpose of this document is to inform and reassure all customers and partners affected by the failure of the Wolverhampton1 router on Saturday 09<sup>th</sup> September 2006.

## Details of fault:

Initial problems were experienced with the router Wolverhampton1 at approximately 19.00hrs, although these issues only impacted 1 customer. As the out of band (OOB) facility had failed it was necessary to dispatch an engineer to site to correct the problem. As part of the resolution path, it was deemed necessary to upgrade the IOS version on the router which required a reboot. At this point the router appeared to become stuck at a common prompt, a further reboot cleared this error but a further crash was experienced within a few seconds with a 'out of memory' error. Further reboots stabilised the router; it became apparent however that data was not routing correctly and further investigation showed that the router was sending bad information into our IGP (Interior Gateway Protocol) causing traffic to be sent to the wrong destination. This occurred at approximately 22.00hrs and had a wider impact than the initial fault.

## Resolution:

In order to resolve the incorrect routing it was necessary to downgrade the IOS on the router to a known stable version. Once complete all activities returned to normal within a short period. Our engineers monitored the situation and declared the router as stable at approximately 23.30hrs.

We have also fixed the OOB modem so it should be possible to fix remotely if there is a further problem. Apologies for any inconvenience caused

