Date: 24th January 2008
Incident Date: 22nd January 2008 16.00hrs – 16.15hrs
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Introduction:

This report has been authored to provide anyone affected by the outage of one of our core routers, telehouse-north0.core.enta.net, on Tuesday 22nd January 2008. The report will explain the events surrounding the fault, the subsequent actions taken and the ongoing work.

Details of fault:

At approximately 16.00hrs on Tuesday 22nd January 2008 a core router within the Entanet network reloaded without prior notice or instruction. Whilst the network rerouted traffic around the affected area, a small period of routing instability will have been seen whilst the alternative routes were established and again when the original routes returned after the reload. Some customers may also have noticed higher than usual latency figures during this time as the displaced traffic utilised alternative links. Any customer connected directly to the router will have suffered a complete outage during the period above.

The router was restored within a 10 minute window, however it took some time for the BGP sessions, OSPF and IS-IS routes to be re-announced causing a slightly extended amount of downtime for our customers.

Our engineers have examined the logs created during the time of the reload and are unable to find the cause, a Tac case has therefore been raised with Cisco for further examination of the supplied crash data.

We apologise to all affected customers and wish to assure you that no further occurrence is anticipated, however until Cisco confirm the root cause a small possibility of further disruption does exist. Should a change IOS be required we will provide a emergency outage notification.