

Outage Report

WBC Authentication Platform

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Introduction:

This document has been prepared to explain the authentication issues on the WBC ADSL platform between approximately 15:00 and 18:10 on Monday 15th January 2010.

Details of fault:

On Monday afternoon at approximately 15:30 monitoring systems indicated a potential authentication issue as the session load on all 21CN nodes had begun to decrease with no new sessions established in the previous 30 minutes. At this time engineers began to investigate the connectivity trend in order to establish if this pattern constituted an issue on the platform as a whole and our supplier was contacted in order to confirm if there were any ongoing incidents on their network.

Following investigation no issue had been identified on the Entanet platform and the issue was pursued further with our suppliers at approximately 16:00. Meanwhile Entanet engineers continued to investigate the issue on the platform and it was identified at approximately 18:00 that a replication issue within the authentication cluster had caused incoming connection attempts to land incorrectly from WBC nodes. This error was corrected within the cluster and sessions once again began to establish on the platform.

Session load on the 21CN platform was confirmed to have returned to a normal level by approximately 18:10 and following a period of monitoring the issue was confirmed resolved at approximately 19:15.

We apologise for any inconvenience caused by this incident.