Further investigations and diagnostics into the issue seen on the morning of the 06th October 2010 have indicated that the problems were caused by the creation of MPLS Traffic Engineering Fast Re-Route (MPLS TE FRR).We believe that this is due to the new IOS version installed on the core routers that were rebooted during the emergency maintenance window.

This IOS version had previously been subject to extensive testing in our lab environment, during which no such issues were experienced and our logging and monitoring showed no indication that such a failure would occur.

Service was restored by the removal of MPLS TE FRR across the network whilst further diagnostics were carried out. We are currently unable to replicate the issue in our labs and hence have not yet reintroduced MPLS TE FRR onto our live network. This will remain the case until a full solution is in place. Whilst in this condition any link failures will take slightly longer to route traffic via alternative paths, although please be aware that this is in the magnitudes of seconds as opposed to anything greater.

We will continue to investigate and will make further announcements as appropriate. A full outage report will be produced upon full service restoration.