Incident Report
Leased Line Issue
Report Date: 08ᵗʰ November 2010
Author: Richard Partridge

Introduction:

The below report is a breakdown of the leased line and routing issues experienced on 08/11/10 between 08:00 and 09:30.

Breakdown of the events:

On the morning of 08/11/10 our Systems team detected small routing anomalies within the network. Upon investigation it quickly became apparent that a larger problem was unfolding with our MPLS core.

Investigation indicated that the MPLS problems seemed to have originated from telehouse-east2.core. During this time, traffic was not traversing the network correctly. This resulted in several leased lines being unable to pass traffic beyond their respective core routers correctly. As the leased lines themselves remained online, DSL backups would not have activated with the exception of those circuits directly connected into telehouse-east2.core, which would have failed onto DSL backup during the reload. L2TP services was also disrupted, both for customers with traffic passing through telehouse-east2.core, and for those customers who are directly connected to it.

In an attempt to rectify the problem, the telehouse-east2.core router was rebooted at approximately 09:10 and was brought back online using a known stable IOS on recommendation from Cisco TAC. At this time, any services directly connected into this router would have experienced a short loss of service whilst the router rebooted. Service was restored and traffic began routing as expected at approximately 09:30

Please accept our apologies for any inconvenience this may have caused.