Incident Report
Network Instability
Report Date: 25th November 2010
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Introduction:

The below report is a breakdown of the network instability experienced on 22/11/10 between 13:50 and 15:00.

Breakdown of the events:

At approximately 13:50 on 22/11/10 we began to experience routing anomalies and instability within the network. This affected portions of our DSL customer base as well as several leased lines, L2TP services and MPLS virtual circuits.

DSL backup functionality for leased lines would not have been brought into service in this situation. This is because leased lines would have remained connected to and able to pass traffic to their respective core routers, but were unable to pass traffic beyond them.

Our investigation suggested that the problem was originating from the slough.core router and in an attempt to rectify the problem the router was rebooted and brought back online using a known stable IOS . During this reboot, customers directly connected to slough.core (predominantly DSL users connecting to the Slough 20CN and 21CN nodes) would have experienced a complete loss of service. DSL backups would have activated at this point, but would likely have either connected through to the Slough nodes or experienced instability elsewhere in the network. Both of these circumstances would have rendered DSL backup functionality inoperable.

We are continuing our investigation and further information will be provided as and when it becomes available.

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