

# Incident Report

## Network Incident

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### Introduction:

The report below is a breakdown of the network instability experienced on 08/12/2010 between 11:50 and 13:00, and the subsequent emergency maintenance carried out on 14/12/2010.

### Breakdown of the events:

At 11:50 on 08/12/2010 our monitoring system suggested that equipment within the network had become unreachable. Initial investigations quickly indicated that a problem with our MPLS core was in progress, affecting the majority of services offered.

During this time, traffic was unable to traverse the network correctly resulting in intermittent disruptions to service. Stability returned at approximately 12:50 and the network was monitored for a period of time whilst residual issues were investigated and corrected.

After the network remained stable over the course of the following afternoon, our attention turned towards the underlying cause of the problem. Our Systems team identified that the problem appeared to originate from the gs1.core.entanet.net router. As a result any traffic not passing to directly connected customers and services was rerouted across alternative paths to bypass this core router.

In light of the problems experienced the decision was made to replace the gs1.core.entanet.net router with higher specification hardware. This work was scheduled in for the morning of 14/12/2010 and was completed successfully. Since this work the network has remained stable and we are continuing to monitor the situation.

We apologise for the inconvenience caused by this issue.