

Incident Report

VoIP Connection Delays

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Introduction:

The report below is a breakdown of the VoIP connection delays experienced between approximately 13:00 and 15:30 on 11/01/11.

Breakdown of the events:

During the afternoon of 11/01/11 reports were received of intermittent delays before VoIP calls would establish connectivity and commence. Initial investigations by our VoIP engineers revealed no obvious problems.

Upon further investigations and after reports of intermittent DNS resolution, we discovered a problem with one of the two DNS caches in our Telford Data Centre. One of the caches, which was running an older version of BIND, had suffered a problem which caused a reduction in how quickly DNS queries were handled. This resulted in delays in resolving hostnames when using this particular cache, including hostnames used in our VoIP systems.

The server was rebuilt and brought up to the same specification as the other DNS caches within the network. Since doing so, DNS resolution has been operating normally, and as a result the initial VoIP connection delays have ended.

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