

Incident Report

VoIP Enrich Media Server

Report Date: 15th July 2011
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Introduction:

The below report is a breakdown of the incident experienced on the Entanet VoIP Enrich platform on the 12/07/11 between the approximate times of 09:00 and 16:30.

Breakdown of the events:

At approximately 09:00 we started to receive indications from our monitoring system that the VoIP Enrich media server was experiencing problems with call set-up. The main symptom of this was very long post dial delays.

The server was restarted in order to resolve the issue and restore service to the users affected. The server restarted, although was not functioning in the normal manner. This was initially thought to be caused by a large number of call set-up requests coming into the server, which therefore seemed to be the catalyst in the server software configuration not loading.

At approximately 10:10, after trying to start the software manually for a lengthy period we lost connection to the server completely. Engineers were dispatched to site with an ETA of 12:00. As engineers travelled to site we attempted to move affected customers onto an alternative server, however problems were encountered with its configuration, which could not be fixed remotely.

At 12:10 we had received information from the engineers that they were delayed in traffic and were approximately 6 miles from the data centre.

Engineers arrived on site at approximately 12:45 and started to investigate the issue. After a short time troubleshooting the problem it became apparent that there was a hard disk fault. At this point, in order to get customers up and running as soon as possible the decision was taken to set-up a new server at the Telford data centre.

By approximately 14:30 basic inbound and outbound calls were passing through the new server and customers would have started to notice the restoration to the service. Testing continued and official confirmation followed at approximately 15:15, as per the post on <http://noc.entanet.net>.

The 48 hours following the disruption, the service was monitored and any remaining bugs were resolved. We have also investigated why the alternative media server was in an incompatible state and have instigated a process to stop this from happening again.

We apologise for the inconvenience caused to customers.