

Incident Report

Routing Issues

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Introduction:

The report below is a breakdown of the routing issues experienced on the morning of March 28th 2014.

Breakdown of the events:

During the early hours of the morning of March 28th, planned maintenance was underway to replace the Telecity Hex core router to a much more powerful device.

Following the conclusion of the maintenance window at 06:00hrs, the support team began receiving reports suggesting that some networks on the Internet had become unreachable from the Entanet network. Initial checks over the maintenance work carried out suggested that the configuration was correct, matching that which was deployed on the Interxion 2 core months previously and that the work had been carried out as expected.

In order to try and remedy the situation and allow us more time to investigate, the decision was made to shut down the affected transit link, forcing traffic to use the alternative link in Interxion 2. The situation didn't improve however. The same networks remained unreachable, so in light of this our investigation turned to the transit configuration which was deployed in Interxion 2.

We discovered that the prefix filter applied to routes received by our transit providers was mistakenly filtering out any subnets sized /24 and above. Once identified, this was corrected on both Interxion 2 and Telecity Hex to filter out /25 and above. Once complete, normal routing was restored, at approximately 09:30hrs.

This problem appears to have been present since the Interxion 2 core router was deployed several months ago. Up to the point where the Telecity Hex maintenance took place, the Telecity Hex core router was still operating with the correct prefix filter, preventing this routing problem from occurring and masking the existence of the incorrect filter configuration on the Interxion 2 core router.

We apologise for the inconvenience that this has caused.