

# Incident Report

telehouse-metro.core.enta.net

23th May 2014



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## Introduction:

The report below outlines the issues experienced with telehouse-metro.core.enta.net on 21<sup>st</sup> May 2014 between 15:30 and 17:15.

## Breakdown of the events:

At approximately 15:30hrs on May 21<sup>st</sup>, the support desk received initials reports of difficulty reaching various external networks and websites. During the course of our investigation, further similar reports were received and it became evident that the problem related to the telehouse-metro.core router and services directly connected to it.

Further investigation indicated that the core router's TCAM had overflowed after receiving an unexpected spike of routes. This resulted in unstable behaviour as software forwarding took over, which puts a severe drain on the CPU resources available. Following such an event, the only course of action available is to carry out a reboot of the device.

In order to prevent the same condition from quickly reoccurring, our engineers deployed a temporary workaround, limiting the size of the routing table on that particular core router prior to the reboot.

Once the reboot had completed and the workaround proved effective, planning began to carry out emergency maintenance to replace the telehouse-metro.core supervisor to a more powerful device which would be able to cope with many more routes. This work had already been scheduled to take place weeks earlier in order to try and avoid an issue such as this from happening, however it had been previously delayed to due unforeseeable events.

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