

Incident Report

Telehouse PWAN Blade Failure

Report Date: 4th February 2015



Introduction:

The report below outlines the issues experienced at Telehouse between 01:52 and 10:49 on Monday 2th February.

Breakdown of the events:

At approximately 01:52 on Monday 2nd February, connectivity was lost to one of our PWAN infrastructure switches located in Telehouse. Following initial reports from customers and investigations by Support staff, we identified that the cause of the disruption related to PWAN infrastructure, so the case was escalated to our Systems engineers, at approximately 03:10. During remote investigations via out-of-band management, our findings indicated that the supervisor blade had failed. Attempts to remotely restore functionality of this blade were unsuccessful.

The incident was reported at 04:00, whilst arrangements to dispatch engineers to Telehouse with replacement hardware were being made. Engineers arrived at our Telford Headquarters to collect spare components and other equipment before setting off to Telehouse at approximately 05:15.

Whilst our engineers were en route to Telehouse, work continued with the aim of bypassing the problem by reconfiguring parts of the MPLS network to avoid the affected equipment.

Engineers arrived at Telehouse at approximately 09:30 and made their way through site security to our suite with replacement hardware. Work to replace the failed supervisor blade began at approximately 10:00. This work was completed at approximately 10:49 and normal service was restored.

We are already in the process of eliminating our reliance on these physical devices and decommissioning them in favour of a VPLS based platform made possible by the recent deployment of our new core routers.

We apologise for any inconvenience caused by this incident.