

Telehouse North Incident

Report Date: 15th March 2016

Author: Ryan Berrisford



Introduction:

This report is a breakdown of the events for the major service outage experienced on the 15th March 2016, affecting customers routing through or directly connected to Telehouse North.

The events below follow on from Entanet planned maintenance to replace the core router in Telehouse North. The planned maintenance involved replacing the core router in place with a new more powerful device and the notification for the planned maintenance can be found at;

<http://noc.entanet.net/2016/03/planned-maintenance-telehouse-north-core-enta-net/>

Breakdown of the events:

At 08:01 Entanet received calls into the Premier Support Team reporting strange routing issues to the Internet through transit links provided.

At approximately 08:05, after initial investigations from the Premier Support Team confirmed the issue, evidence was passed over to the Network Operations Centre (NOC) to escalate the issue. Engineers within the NOC team then engaged with the issue immediately.

At approximately 08:35, following on from further diagnostics from the NOC team a change was made to Entanet's peering traffic. Traffic was routed out via alternative peering links after seeing unusual behaviour of traffic routed through the Telehouse North core. After the change was made, Entanet confirmed with several transit customers that the routing issue was resolved.

At approximately 09:10, whilst still looking at the core router remotely, engineers lost contact with the device. Several attempts to get back into the router failed and the core device became unreachable as shown on our monitoring system. Engineers, already on site from the maintenance, were immediately contacted and a decision was taken to initiate the roll back procedure. Engineers started the procedure and by approximately 09:30 engineers had powered down the new core router, whilst initiating the boot sequence for the previous core router.

At 09:33 the previous core router was back online and reachable. Engineers then commenced rolling customers back onto the previous device whilst the Premier Support Team confirmed with customers that service was being restored.

At 09:45 all affected customers were restored which was confirmed by Entanet's monitoring system, as well as reports from the customer base.

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At 09:49 Entanet peering links were also restored on the older core router. All customer connectivity at this point had remained stable for the previous 10 minutes and no further incidents were expected. Entanet can further confirm all alarms across the monitoring system were cleared by 10:16.

Entanet will now complete a root cause analysis on the Telehouse North core router. Once the issues have been identified and resolved, an appropriate planned maintenance window will be scheduled through the normal notification channels.

We apologise for the inconvenience caused by this incident.

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