

Nottingham POP Incident

Report Date: 14th November 2016



Introduction:

This report is a breakdown of events for the major service incident affecting DSL and FTTx tails coming into the Nottingham point of presence (POP). The incident affected customers between 15:00 and 15:44 on the 10/11/16.

Breakdown of the events:

At 15:00 Entanet monitoring detected that DSL and FTTx users coming into the Nottingham point of presence had lost service. Entanet Network Operation Centre (NOC) engineers immediately started to investigate.

Initial investigations showed that the Multi Service Interconnect Link (MSIL) was up between Entanet and BT, confirmed by seeing the border gateway protocol as up.

As investigations continued within the NOC team, the service team collated information to pass over to BT Wholesale. Entanet then contacted BT Wholesale at 15:15 with the collated information and BT subsequently investigated. At approximately 15:35 BT Wholesale confirmed that the circuits provided had no common paths within the BT network. As the MSIL link between Entanet and BT Wholesale was also operational, no fault could be seen in the BT Wholesale network.

Entanet NOC engineers had at this point identified that the LTS's (L2TP Tunnel Switches) and LNS's (L2TP Network Server) within the London datacentres could not reach the BT MSIL at Nottingham, although all the correct routes were in place to do so.

Further examination pointed towards an issue with the MPLS Traffic Engineering between the Nottingham and InterXion points of presence. At 15:44 engineers then identified and corrected a problem with the MPLS tunnel between Nottingham and InterXion. Service was thereby restored.

Further monitoring of the MPLS tunnel has seen no residual or indications of a problem. Additional work will be carried out in due course on the Nottingham core router, which will be notified out through the normal maintenance channels.

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