Columbo Core Incident

Report Date: 1st December 2016

Introduction:

This report is a breakdown of events for the major service incident affecting all services coming into our Columbo point of presense. The incident lasted between the times of 09:31 and 10:05 on 01st December 2016.

Breakdown of the events:

At 09:31, Entanet monitoring detected a loss of connectivity to the Columbo core router. Engineers immediately started investigating and a NOC post was published at 09:35. At this point local engineering resource had already been engaged and instructed to physically attend site.

At 09:41 connectivity to the core router had returned, with initial evidence suggesting a power failure in our cabinet at the exchange. Although connectivity to the core router had returned, some services which connect into the core router were still experiencing issues. These services included DSL and Ethernet.

Following a short investigation, engineers could see that some BGP sessions between the Columbo core router and route reflectors were not established. Therefore a manual reset was performed at approximately 10:05 on the affected BGP sessions, which in turn resolved the problematic DSL and Ethernet services. This was futher communicated via the NOC site at 10:11.

Further actions

Following the incident, further communication between Entanet and BT Locate has indicated that the incident within the point of presence was caused by uninformed, unplanned maintenance work. We have therefore escalated the incident within BT for investigation.

As indications are that both power feeds into the Entanet rack were affected by the unplanned maintenance work, redundancy into the rack was also lost and thereby causing the complete loss of service.

Entanet apologies for the inconvience caused and will follow this up as indicated above.

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