

Incident Report

Outage 24/01/2018

Report Date: 26th January 2018



Introduction:

This report contains a high level breakdown and timeline of events for the incident which impacted Entanet PWAN services on the 24th January 2018.

Description of Incident and Customer Impact

On the 24th January 2018 an outage from a Vodafone gateway resulted in supplier engineers commencing diagnostics. Whilst Vodafone engineers worked to identify a resolution, a loop test performed as part of diagnostics resulted in an unforeseen broadcast storm on our infrastructure at 18:45. The resulting storm caused CPU on our devices to reach maximum capacity resulting in many connections to drop and unable to re-establish affecting PWAN, broadband and co location services.

Entanet engineers were able to clear sessions in a state which would prevent reconnection once the broadcast storm was terminated allowing services to resume from 20:05.

Reason for Outage

The root cause of this incident has been attributed to a broadcast storm within layer 2 on our networking caused by third party diagnostics.

Resolution Details

Entanet engineers cleared any session in a half established state, resulting in a new connection request. Talks with Vodafone to understand their diagnostic and testing process to understand and mitigate repeats.

Ticket and Investigation Summary

- 24/01 17:09 Original outage for Vodafone
- 24/01 18:45 Loop testing began causing a broadcast storm
- 24/01 18:55 Loop testing finished, termination of storm
- 24/01 18:59 Support helpdesk start taking calls to PWAN outage
- 24/01 19:05 Entanet engineers begin investigations
- 24/01 20:05 Issue identified and restoration of service began
- 24/01 20:41 Sessions cleared and full service restored
- 24/01 20:50 Investigations continue and route cause identified

End of report

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