

# Incident Report - Telford DC1 Core Outage 06/03/2018

Report Date: 07 March 2018



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## Introduction:

This report contains a high level breakdown and timeline of events for the incident which impacted access for services directly connected to Telford DC1 Core router on the 6th March 2018.

## Description of Incident and Customer Impact

On the 6th March 2018 at 13:29, Entanet's monitoring systems detected a core router became unreachable. We quickly ascertained this was a localised issue with investigation showing multiple failed power supplies. Spare power supply units were swapped and power restored to the device returning service for directly connected customers at 13:44 on 6th March 2018.

## Reason for Outage

The root cause of this incident has been attributed to hardware failure.

## Resolution Details

Entanet engineers swapped all power supply units on the unit to restore service.

## Ticket and Investigation Summary

06/03 13:29 Core router becomes unreachable

06/03 13:44 PSUs are replaced and service returned

## End of report

Incident Report: Outage 25/01/2018