

Incident Report

PWAN Infrastructure 18/11/16

Report Date: 05th December 2016



Introduction:

This report details the incident of services which connect to the PWAN infrastructure briefly dropping on the 18th November 2016 at approximately 15:26.

Series of events:

At approximately 15:26 on the 18th November we experienced disconnections across some broadband and Ethernet services. Changes were made by engineers within the Entanet NOC to improve resiliency in a new virtualisation platform. This caused unforeseen problems within the PWAN infrastructure due to a loop being created.

BGP sessions between two route reflectors were affected during the outage and consequently dropped causing a brief loss of traffic to some customers as there was no routing in place.

This was spotted immediately by our NOC engineers and the changes made were reverted almost immediately.

The backup session seems to have re-established sooner than the primary, therefore the traffic was taking a sub-prime route. Upon being informed of this issue engineers within the NOC corrected the asymmetric routing by resetting the backup BGP session.

Having assessed this incident, further planned changes of a similar nature are going to be extensively performed in lab conditions prior to on the network itself to avoid any repeat occurrence.

We apologise for any inconvenience or disruption caused by this incident.

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