Incident Report
Datanet Broadband
Report Date: 17th March 2017

Introduction:

This report is a breakdown of events for the incident experienced by Datanet broadband users on the 10th March 2017. The incident affected customers between 00:05 and 13:15.

Breakdown of the events:

On Friday morning we started receiving reports from Datanet that circuits weren't able to connect, this was immediately raised to our NOC by our Support Team to investigate, but the initial feedback was that the Datanet set up appeared fine from our end.

The incident was escalated internally at Entanet at 11:45 following correspondence between Datanet and the Entanet Technical Support Manager. Entanet were made aware that an engineer working on behalf of Datanet had identified that the Datanet router in Telehouse North was unable to ping 2 of the LNS' serving Datanet connections. This information was fed through to our NOC engineers and checked on our side, but systems still displayed us as advertising these addresses to the Datanet router.

At 12:44, the request was made to Datanet for the ARP cache to be cleared on the Datanet router. Datanet confirmed shortly after, that this had already been performed earlier that day, but this was performed again following the request. When this was fed back to our NOC engineer who then performed the query again, the MAC address for the Datanet Telehouse North router was unknown.

On the back of seeing this, Entanet's NOC set the LNS' which couldn't see the Datanet router, to stop accepting sessions from Datanet users at 13:15, forcing them to connect via LNS' which could see the device. It was due to the MAC address for the Datanet router still displaying when queried for so long, which stopped the LNS' being taken out of the pool which the users could connect to, sooner.

Whilst this resolved the immediate incident of users not having internet access, it was not an ideal way to leave the set up permanently, as resilience and performance would be at a decreased level with the LNS' left out of the pool. The visibility of the Datanet router MAC address from the LNS' which were removed from the pool, was rechecked on the 14th March, where it was apparent that the LNS' could see the device once again. Our NOC engineers confirmed that no further changes had been made by them during the period from the LNS' being removed from the pool and the visibility being confirmed once again. It appears to have been a caching issue which led to us still seeing the MAC address of the router previously. On the 16th March, following further correspondence with Datanet, the decision was taken to reintroduce the LNS' to the pool which

were able to accept sessions from Datanet customers. There have been no further problems since this was performed.

Following on from this incident, further conversations are being had internally with our NOC in relation to an increased monitoring of MAC addresses and where this may be possible.

We apologise for the inconvenience which this issue may have caused.