

RFO – BlueSquare 3 Connectivity Issues – 18/01/2012

Service:

Datacentre: BlueSquare 1, 2 & 3
Affecting: IP Transit, Connectivity
Outage cause: Configuration Issue

Summary:

EX Networks experienced a pro-longed loss of service during scheduled maintenance by our network provider. EXN was not notified about the maintenance.

The maintenance was required as part of the on-going Lumison / Bluesquare integration works and involved physically moving a core router to a new rack in the Telemetry HEX data centre together with installing a new intermediary switch.

Lack of Notification:

Bluesquare networks are operated by a third party company with any scheduled works being approved by Lumison. Once approved a notification is sent out by Lumison to all affected customers. In this instance Lumison failed to send out any notification to EX Networks.

Loss of service:

Two separate incidents occurred affecting EX Networks. The first instance occurred at 23:45 when customer traffic was directed via a second router, in this instance our VLANs were not correctly re-routed resulting in a loss of service. Once notified, EX Networks' interfaces were configured on the second router and service was restored at around 00:21.

The second incident occurred when the Telemetry HEX core router was brought back online connected via the new intermediary switch. EX Networks experienced connectivity issues during this time due to a misconfiguration of Spanning Tree Protocol which is used to prevent network loops. A fix was then put in place by Lumison around 5:30 with service completely restored at around 06:00am.

Learnings

A formal process has been put in place to notify EX Networks of pending maintenance. Further training is to be rolled out to all contractors on existing notification practices and the processes importance. In addition, a full audit will take place to ensure that all Lumison devices are correctly configured for failover.

EX Networks would like to apologise for any inconvenience caused by the outage.

Kind Regards,

Skye Robertson

Customer Relations Advisor