

Post Incident Review

Issue 1 Date: 7 January 2013

Case 87-17706 : Loss of ADSL sessions – 7th December 2012

This report has been produced by Datanet to provide further detail and clarification of the issues which caused interruptions to Datanet's ADSL service.

Root Cause **Case 87-17706**

Following conversations with BT Wholesale ISP Technical support it has been agreed that the issues were due to large amounts of inbound traffic destined for a single IPSC IP address. This is likely to be the result of a DOS attack.

Large amounts of inbound traffic can saturate the virtual path (VLAN) on which the ADSL traffic is delivered. This in turn causes LCP timeouts thus causing dropping of L2TP sessions.

Risk Mitigation.

Changes to the LNS to implement throttling of inbound traffic to acceptable levels will reduce the impact & effect of large volumes of inbound traffic.

Changed levels of zabbix alerts to give more granular reporting of L2TP sessions.