

**Date:** 25<sup>th</sup> June 2018

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**Case ref:** 33-23844 – Major Service Outage (MSO) 25/06/2018 Between 09h00 and 20h00

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### **1. Report Aims**

This report has been produced by Datanet to provide further detail and clarification of the issues which impacted services terminating in the Equinix Harbour Exchange (HEX) Datacentre.

### **2. Customer Impact, Experience & Affected Infrastructure**

Broadband customers experienced a loss of connectivity between 09h00 and 10h55 and a few customers with specific services terminating in the Equinix HEX datacentre were affected by a complete loss of service during the MSO period.

### **3. Incident Summaries**

At approximately 09h00 Datanet was alerted through our monitoring system that we had lost access to our Juniper Core Network in Equinix. At the same time the support desk started receiving calls from customers.

The Support Team proceeded to log faults with our uplink providers to ascertain the root cause of the outage and our broadband clients were re-configured by our upstream provider to take an alternative path.

Once the uplink providers reported that no faults were found on our links and our remote hands had confirmed we had power to our equipment and had power cycled the core infrastructure, technicians were despatched to the HEX site.

Services were fully restored at 20h00 once our vendor shipped a replacement chassis for our core Juniper router

### **4. Root Cause**

While Datanet maintains a resilient core network with our Juniper routers which are equipped with dual power supplies and routing engines as well as redundant

path links, we suffered from a fabric failure in the Juniper chassis which required it to be replaced.

## **5. Risk Mitigations, Key Observations**

Broadband automatic fail-over is being addressed and will mitigate any single site failures. Improvements to customers with bespoke solutions who terminate in the Equinix datacentre are being investigated to circumvent any future single points of failure.

The Management Team sincerely apologise for the impact caused to our partners and customers as a result of this unplanned event on our core network. Should you wish to have a detailed conversation surrounding this incident, please contact us on 01252 810010.