Post Incident Review

datanet.co.uk
Private Cloud Solutions

Date: 26th March 2019
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Case ref: 113-24667– Major Service Outage (MSO) 26/03/2019 Between 15h08 and 15h18
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1. Report Aims

This report has been produced by Datanet to provide further detail and clarification of the network outage which impacted services terminating in the Aspen House (AHF) datacentre.

2. Customer Impact, Experience & Affected Infrastructure

Some customers experienced a loss of connectivity between 15h08 and 15h18 during the MSO.

3. Incident Summaries

At approximately 15h08 Datanet was performing a routine removal of a vlan from our core network aggregated interfaces which resulted in customers experiencing a loss of forwarding traffic.

4. Root Cause

Datanet is in the process of upgrading all the firmware code on our core network to keep it in line with JTAC supported versions but unfortunately this has introduced a bug into our current configuration and we are now working closely with Juniper to get the issue resolved.

5. Risk Mitigations, Key Observations

Bug issues in firmware are unfortunately unavoidable and Datanet strives to get the most stable versions of code possible from our vendors. Upon raising this issue with JTAC they have advised that a service pack revision of the code we are on will be released shortly and will mitigate the current issue.

The Management Team sincerely apologise for the impact caused to our partners and their 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.

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