
24Seven
Incident Report
Incident Date: 4th December 2017

Incident Report Date – 04 December 2017

Incident: Packet loss/connectivity loss to some cabinets located in Ball Green

Incident Start: 04/12/2017 09:20
Incident End: 04/12/2017 10:04
Total Incident Length: 44 minutes
M24Seven Services affected: All cabinets taking non-MPLS services in Ball Green

Root Cause: Instability of IS-IS process on core-dc2-agg1.man4.uk

Timeline:

09:20 – IS-IS adjacencies from core-dc2-agg1.man4.uk to core-dc2.man4.uk, core-dc1-agg1.man4.uk and xs routers began to flap.

09:28 – Infrastructure were made aware of the issues by customers and support team

09:29 – Investigations showed that IS-IS to core-dc2-agg1.man4.uk was unstable so we could not remote onto the device. Attempted to connect via OOB to the unit, discovered cabling is bad to the rack. Patch cabling was replaced with a temporary cable to gain access

09:31 – Access was gained to the device and session flaps were observed to all IS-IS peers.

09:41 – Diagnostics completed, which determined that the device requires a reload to resolve the instability.

09:45 – The choice was made to shut down uplinks to the core-dc2.man4.uk and core-dc1-agg1.man4.uk to stop traffic transiting the device.

09:49 – As part of the reload, it was decided to update the software on the device. Software was copied onto the device and pre-reload checks of the configuration were completed

09:53 – Reload command was issued, switch began upgrade process.

10:02 – Switch reload completed and ports brought back up.

10:33 – BGP sessions completed establishment and traffic flow returned to normal.

10:33 – end of incident

Lessons Learnt and Actions:

The Arista switch was running an outdated version of EOS. We should look to upgrade the EOS image across our Arista estate in the UK to newer versions.

The OOB cabling in Ball Green DC2 needs testing fully as some consoles do not appear to work.