

Incident Report

Incident Title: **Connectivity Issues**

Incident Report Author: **Datacenter Luxembourg**

Issue Date: **09/02/17**

Incident Log Number: **010**

Severity Level: **High**

Incident Start Date & Time: **09/02/17 15:43 CET**

Incident End Date & Time: **09/02/17 16:08 CET**

Total Outage Duration: **25 min.**

Affected Service(s): **All services**

Affected Partner(s): **All**

Incident Overview:

We have been impacted last Thursday 09/02/17 by an ipv6 multicast storm coming from Lu-Cix Internet Exchange Point. This caused high CPU load on one of our Internet front router, resulting in random intermittent disconnections due to recalculations into our dynamic routing protocols.

Impact (“Street” Effect & SLA impact):

All LuxCloud hosted services were degraded for a couple of minutes.

Root Cause Explanation

The root cause was linked to an icmpv6 multicast storm coming from Lu-Cix. Lu-Cix revisited their specific configurations that allowed this event to happen in order to harden the setup and prevent further occurrences.

Long Term Solution:

Thresholds and filter were adapted to be more protected against this kind of illegitimate traffic.