

Incident Report

Incident Title: Internet Connectivity Issue

Incident Report Author: Datacenter Luxembourg

Issue Date: 10/07/17

Incident Log Number: 018

Severity Level: High

Incident Start Date & Time: 10/07/2017 15:08:00

Incident End Date & Time: 10/07/2017 15:30:00

Total Outage Duration: 22 min

Affected Service(s): All on premise services

Affected Partner(s): All partners with the affected services.

Incident Overview:

We have been impacted on Monday 10/07/2017 by random Internet disconnections. Due to this, some of our network was partially reachable during the time of the incident.

Impact (“Street” Effect & SLA impact):

Random network disconnections to the Internet.

Root Cause Explanation

One of our main internet upstream providers suffered a major crash in its backbone causing random network disconnections to the Internet. The crash did not affect our BGP sessions, but only affected the traffic processing. The consequence was that the traffic flowing from and through this provider was blackholed inside this provider backbone, hence causing traffic disruption.

Long Term Solution:

Once the issue was identified, we deactivated this peer and all the traffic was automatically offloaded to our others upstreams. This solved the issue. As the situation has been stabilized with the partner who experienced the crash all the upstreams are in use again since this morning.