

Post Incident Report

Incident RT#:	SD - 72879
Title:	Network Fault – Melbourne, VIC
Incident Start:	30/05/2012 20:30pm AEST UTC+10
Incident End:	30/05/2012 22:03pm AEST UTC+10
Affected Services	PIPE Ethernet, PIPE IP & Peering services in Melbourne

Overview

On Wednesday 30th of May a PIPE Networks router at Flinders St, Melbourne, experienced a major fault affecting services delivered from this site. The issue, beginning at approximately 8:30pm that evening, has been identified as a possible corruption of the router line processor operating code which eventually resulted in the router ceasing to forward traffic. Initially only affecting one line card on the router, the fault then caused a complete outage on the device at 9:15pm. However, due to a breakdown in procedures and systemic issues, the sending of customer notifications advising of this incident was delayed.

PIPE immediately began investigations, which resulted in engineers attempting to resolve the fault by first rebooting the affected line card. This did not have an affect, so engineers then rebooted the entire router which also did not resolve the fault. At approximately 10:00pm PIPE engineers completed reinstallation of the software images, which resolved the issue. Services were immediately restored at this point.

The trigger for this event appears to have been the scheduled software upgrade completed on the device four days earlier. Engineers believe that the software image was corrupted during the upgrade; however, it did not present any issues to signal there was a problem during the scheduled upgrade.

Restoration

Router software image was reinstalled on the affected device.

Prevention of Re-Occurrence

As this is the first time PIPE has seen a fault of this effect, engineers are continuing investigations to clearly identify how the corruption occurred and to understand how to identify similar problems in future.

PIPE Networks regards efficient customer notification as critical step in incident management processes. We are reviewing our notification systems and procedures in order to mitigate reoccurrences and speed up the notification process.

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