

Event Description: Website Downtime

Event Start Time: 20 February, 2017 09:32 AM UTC

Event End Time: 20 February, 2017 12:12 PM UTC

Report Issue Date: 20 February, 2017

Event ID: 105495

Scope of Impact Summary

Services Impacted: A vast amount of customers on server S104-CARRIER was experiencing a website outage.

Escalation Level/Visibility:

20 February, 2017 Monday

09:32 AM The main shared IP of S104-CARRIER gets null-routed.

10:55 AM First customer report of downtime come in.

11:05 AM Troubleshooting starts. We quickly realize that the IP has been null-routed, and contact the responsible upstream for details.

12:00 PM Upstream responds with details for the null-routing, and un-nulls the IP Address.

12:12 PM All websites are back online.

Environment Status at Time Leading up to the Incident

All network systems were functioning as designated in their steady state, no alarms present.

All physical hardware was functioning as designated in their steady state, no alarms present.

Event Impact

Inability to access website services on the shared IP of S104-CARRIER.

Root Cause/Apparent Root Cause

A null-routing of a shared IP causing websites to no longer resolve.

Contributing Factors

A contributing factor to the delay in resolution was found in that our monitoring of the system was not actively monitoring the shared IP, but rather the server IP. As the server IP was unaffected, we were unaware and unable to respond to the downtime until the first customer report came in.

Future/Preventative Actions

We are speaking with the upstream provider, as null-routing should have not occurred in the first place. Monitoring is also being adjusted and added to account for partial service outages in the future.

Next Update/Status

Resolved: 20 February, 2017 12:12 PM UTC.