Incident Report: 1/31/18 Main Campus Network Outage

OIT Major Incident (After Action) Report

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Incident Details	
Parent Incident	IAAR0000301
# of Child Incidents	
Date(s)	1/31/18
Start Time	12:44 pm
End Time	12:50 pm

Description of Incident (*what happened?*)
A brief network outage occurred for parts of main campus on Wednesday, January 31, from 12:44 pm to 12:50 pm.

Root Cause (*what caused the incident?*)
A change that was considered to be routine and non-impactful contained a misconfiguration that was applied to one of the core campus routers resulting in the outage. The misconfiguration consisted of a filter that erroneously contained a default-deny action that was applied to the routing process. This caused the following distribution area routers to lose their primary connections with the core network: TCOM, MUEN, HUM, ECON, RGNT, RES. Any buildings homed off these distribution routers would have experienced a brief loss of wired and wireless service.

Resolution (*how was the incident resolved?*)
When Network Operations became aware of the error, the misconfiguration was immediately removed and the service was restored.

Actions and Recommendations (*how can we prevent this from happening again?*)
An investigation is underway to determine why the secondary uplinks to a different core router did not provide immediate and transparent failover in this situation. If we are able to determine the cause, a follow-up message will be issued and we will propose design or configuration changes to make uplink failover immediate and transparent in the future. As with all changes, a risk assessment must be performed before making a change and this is true of any changes to the core routing process. Further

vetting based on the change management risk matrix will always be performed to determine the level of risk so as to guide when such changes are made in the future.

Detailed Timeline		
Date	**Time**	**Event(s)**
1/31	12:44	A misconfigured prefix-list was applied to the core routing process on the TCOM core router
1/31	12:46	Network Operations became aware of the error
1/31	12:48	Suppalert of service impact sent
1/31	12:49	The misconfigured prefix-list was removed from the routing process on the TCOM core router
1/31	12:50	Service was restored
1/31	12:58	Suppalert of service restored sent