



INCIDENT REPORT

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Date : 22/08/12 (Wednesday)
Time : 07:00 PM - 10:46 PM
:
Location : TM VADS Data Centre JHB
TT No : [DCMA00AA9145]

Summary of the Event	Network Failure
Cause of Problem	JHB network failure due to RR (route reflectors) missing.
Chronology of the event and Action Plan	<p>19:07 >> Monitoring tools detect network failure</p> <p>19:33 >> Support team contact DCO team to check physical connection.</p> <p>21:00 >> Upon checking, a few prefixes to DC JB missing from TM route reflectors, causing routing issue and cannot be reached from internet.</p> <p>21:07 >> Escalate issue to TM Upstream for restoration.</p> <p>21:23 >> Upstream acknowledged the request</p> <p>22:20 >> TM Upstream refresh the route reflectors to fixed the missing route.</p> <p>22:46 >> Network back to normal at this point.</p>
Solution	TM Upstream refresh the missing routes and refresh the RR (route reflectors).
Customers Affected	New Pages Advertising
Status	<p>Internet connectivity was fully restored at 10:46 PM on the 22nd August 2012.</p> <p>** End of Report **</p>



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Prepared by,

DATA CENTRE SUPPORT
DATA CENTER MANAGEMENT,
TM Enterprise.

23rd August 2012