



Stockholm 2024-01-31

INCIDENT REPORT REGARDING CONNECTIVITY ISSUES IN THE KVM PLATFORM IN STOCKHOLM

This document contains the background and remediation actions regarding the network outage in Stockholm.

BACKGROUND

Our new data center network platform consists of an EVPN VXLAN fabric whose configuration is centrally managed by an automation platform provided by a Vendor. This platform deployed invalid configuration on the devices affecting the KVM platform.

RFO

A routine maintenance went wrong due to an automation platform deploying incorrect configuration changes, which was further delayed by issues with the rollback of said configuration changes. When working with Vendor support to remedy the rollback issues, a further outage of approximately 10 minutes occurred due to miscommunication with Vendor support.

SEQUENCE OF EVENTS (CET)

2024-01-30

- 06:00 Planned maintenance window begins, and routine changes are performed.
- 06:30 It is evident that the change has not been implemented successfully, and an additional network engineer is engaged in the project.
- 06:45 The Cause of the issue is confirmed, and rollback is initiated. The automation platform fails to revert the configuration in one swoop, and a plan to do a multiple-stage rollback is devised. Rollback is time-consuming since the automation platform requires a fabric-wide state synchronization before every change.
- 07:34 The last rollback stage has been performed, and the fabric is operationally back in its previous state. No operational issues are left, but some artifacts of the failed change remain, which need to be cleared out.

- 09:00 Vendor support is engaged to determine how this change failed and how to remove the artifacts left in the device configuration.
- 15:00 Work is started with removing the configuration artifacts with support from the Vendor.
- 15:20 Due to a miscommunication regarding a configuration detail, the KVM platform network is suspended on the operational device. In contrast, the configuration is synchronized on the device undergoing maintenance.
- 15:26 The network for the KVM platform is removed from the suspended state on the active device, and traffic is once again flowing as expected.

CONCLUSIONS SO FAR

We will follow up with our Vendor on how this could happen and how to minimize the possibility of something similar happening again. We are also looking over our routines for planned maintenance window scheduling.

Sincerely,

Eric Lindsjö
Head of Network
GleSYS