RFO: Connectivity issues in the Glesys core network

2026-10-23

This document shares the details of the incident that took place in the Glesys network on October 22nd and 23rd, 2026. We aim to provide a clear and transparent record of what happened, including the root cause, the steps we took to address it, and the improvements we are working on as a result.

Summary

A service provider had incorrectly provisioned a circuit without contracted diversity and both paths were affected by an outage.

Timeline (UTC)

- 2026-10-22 22:05 – Second link goes down, partitioning the network and causing the outage
- 2026-10-22 22:10 – On-call engineer escalates to network engineer on duty
- 2026-10-22 22:24 – Network engineer on duty escalates to get more resources available
- 2026-10-22 22:46 – Fix is implemented to minimize the impact of the issue
- 2026-10-23 00:00 – Links come back up and incident is over

Root cause

A backbone circuit was incorrectly provisioned without the contracted diversity requirements by our service provider causing them both to be affected by an outage. This caused our network to partition and form two isolated islands. One south of Copenhagen and one north of Copenhagen.

The effect of this incident was greatly amplified by the fact that our IP aggregates were announced from our core router in Amsterdam, Netherlands, causing some return traffic to enter the southern partition of the network and thus possibly blackholing the return traffic for many destinations.

We fixed this by removing the announcements of our IP aggregates from the core router in Amsterdam and thus drastically reducing the customer impact of this incident.

Corrective actions

We are working with our provider to understand how the incorrect provisioning came to be and how to ensure this does not happen again. We are also investigating the possibilities for adding even more geographical redundancy in our network.

Our supplier is hard at work rectifying the incorrect routing of the backbone service and this work should be completed today.

We apologize for any inconvenience caused by this disruption. If you have any questions or comments about this incident, please feel free to contact us at support@glesys.com.

Sincerely,

Eric Löwgren
Head of Network, Glesys