



Stockholm 2022-01-17

INCIDENT REPORT REGARDING CONNECTIVITY ISSUES WITHIN GLESYS NETWORK

This document contains the background, remediation actions, root cause analysis and upcoming improvements regarding the GleSYS Network in Stockholm.

GleSYS AB
Box 134, 311 22 Falkenberg
Sweden

Phone. +46 (0) 346 738800
Mail: info@glesys.se
Web: <https://glesys.com>

Org.nr. 556647-9241
VAT No. SE556647924101
BIC NDEASESS
IBAN 300000003052170377

BACKGROUND

The GleSYS Network is an integral part of our hosting platform, connecting our data centers and cloud platforms to the Internet.

GleSYS Core Network is built on Cisco routers and switches interconnected with physically diverse 100GbE and 10GbE links.

RFO

Two Layer2-circuits were incorrectly connected and formed a network loop. The incident was resolved when these circuits were disconnected from the network.

SEQUENCE OF EVENTS (CET)

2022-01-15 15:57	First automated alarm registered
2022-01-15 16:04	On-call engineer begins troubleshooting
2022-01-15 16:05	On-call engineer escalates to senior network engineer
2022-01-15 16:08	Additional engineer joins
2022-01-15 16:12	Additional engineer joins
2022-01-15 16:14	Incident published at status.glesys.com
2022-01-15 16:23	Network loop identified and disconnected
2022-01-15 16:24	Packet loss disappearing
2022-01-15 16:30	Incident at status.glesys.com updated to Monitoring
2022-01-15 16:44	Incident at status.glesys.com updated to Resolved
2022-01-18 10:11	Incident report published

CONCLUSIONS SO FAR

GleSYS Network is the very basis on which our services are delivered and incidents like this should not happen, and making sure it does not happen again is a top priority.

We will to take the following actions:

- Improve internal procedures for deploying network circuits

We would like to apologise for your problems and extra work caused by the disruption. If you as a customer have any questions or comments regarding this incident, feel free to contact us at support@glesys.se.

Sincerely,

Eric Lindsjö, Head of Network
GleSYS AB