



Stockholm 2022-01-28

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 Copenhagen.

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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

Supplier incorrectly disconnected a segment of dark fiber circuit and connected this elsewhere.

SEQUENCE OF EVENTS (CET)

2022-01-27 09:25	Alarms start coming in
2022-01-27 09:27	<i>Incident is escalated to network team</i>
2022-01-27 09:45	Initial investigation points to equipment failure
2022-01-27 10:30	<i>Field engineer is en-route to site with spare equipment</i>
2022-01-27 12:09	<i>Field engineer arrives on site</i>
2022-01-27 12:27	<i>Fiber issue confirmed, supplier is engaged</i>
2022-01-27 12:45	<i>Datacenter supplier at far end is engaged</i>
2022-01-27 15:09	<i>Datacenter supplier field engineer arrives on site</i>
2022-01-27 15:15	<i>Field engineers start fault-finding process</i>
2022-01-27 15:54	<i>Fiber supplier field engineer arrives on site</i>
2022-01-27 16:05	<i>Issue is found, restoration work begins</i>
2022-01-27 16:10	<i>Circuit is restored</i>
2022-01-27 16:12	<i>Alarms start clearing</i>
2022-01-27 16:15	<i>Incident over</i>

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:

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- Investigate together with supplier how changes like these can occur and what measures they will take to ensure this does not happen again

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