



Connectivity issues within VMWare NSX environment in Oulu, Finland

Date: 2026-04-30

Impact: Oulu, Finland

Summary

On April 30, 2025, routine configuration changes on an unrelated part of the network triggered a misconfiguration between NSX (vCloud virtual networks) and the wider network causing a complete outage. The issue was resolved by rectifying the faulty configuration.

VLAN-based networks were not affected.

Timeline (UTC)

- 2026-04-30 07:00 Network Engineer starts performing standardized changes
- 2026-04-30 07:16 VMWare team receives first alarm and starts triage
- 2026-04-30 07:27 Issue is escalated to network team
- 2026-04-30 07:43 Root cause detected and confirmed, started working on rectification
- 2026-04-30 07:50 Fix applied and connectivity is restored

Root cause

The incident was caused by a latent misconfiguration in a legacy environment which caused routes to be withdrawn from VMWare NSX.

Corrective actions

- We have rectified the configuration issues within the legacy environment to ensure that this cannot happen again
- There are ongoing projects to retire the whole legacy platform which wholly negates any other issues within the legacy network platform.

We sincerely regret the impact this incident had on our service. We are committed to maintaining our high standards of reliability, and we take this as an opportunity to improve.

Best regards,

Eric Löwgren
Head of Network
Glesys