

Service Incident Report

atom86 ticket number:	Internal
Start network issues:	14:09h, Mar 22, 2018
End network issues:	14:40h, Mar 22, 2018
Problem description:	Route leak
Problem location:	atom86 network
Problem cause:	Policy change

Sequence of events

On Thursday, March 22, 2018, 14:09 a configuration change was performed on both core routers to adjust a policy for peers and customers. Due to a typo a full table was leaked to all peers.

Customer impact

BGP customers and peers have seen their prefix-limit tripped causing BGP sessions to drop. Directly connected customers lost internet connectivity via atom86.

Actions

A rollback to the original configuration was performed at 14:40 to quickly resolve the issue. Then the typo was fixed and the configuration was re-applied successfully.

Improvements

Policy changes will be tested against test routers before they will be activated in the production environment.