

## Incident Report - May 11<sup>th</sup>, 2015

Incident #2015-79

*Network Outage*

### Summary

On Monday, May 11<sup>th</sup>, 2015 at approximately 1:50 pm our network monitoring tools sent notification of a possible network issue at various locations on campus.

### Impact

Network service was not available or intermittent between the hours of 1:45 pm and 2:50 pm in these locations: JDUC, BioSciences, Goodwin Hall, Donald Gordon Centre, MacArthur Hall, 9-St. Lawrence, and 220 Bagot Street (Family Medicine).

### Root Cause

The networks team investigated and determined there was a network loop causing the main Fleming core routing/switching device to have high CPU usage. As a result, this caused failure to deliver network packets and/or slow network service to a number of buildings. The loop was determined to be caused by a switch that had been incorrectly attached to the residences network.

### Resolution

ITS Networks team determined which network switch was causing the problem and the port was disconnected in the network data closet.

### Communications (Internal)

- The Sermon network monitor communicated via email to the networks team and their manager.
- The Manager of Networks immediately called the Manager of First Level Support in the IT Support Centre to let them know of the issue.

### Communications (External)

- An ITS Notice was posted shortly after receiving the first notice from the network monitoring tool.

### Lessons Learned

Network loops will continue to be a risk. The lesson learned is to continue to use/update highly technical tools (Statseeker) to isolate the areas that were problematic and identify the offending device. The reaction time to problem identification is the key to minimizing down time. Completing the Layer3 work for Residences will lower the risk of loops within their network to spill out to main campus.

### Action Items

See Lessons Learned