

Incident Report - August 24th, 2015

Incident #2015-94

Wireless Network Outage

Summary

During the final stages of configuring new wireless controllers, a spanning tree loop occurred in the new wireless controller network. The spanning tree loop took down the "new" wireless network as well as the production wireless network.

Impact

Wireless network access was unavailable for active wireless clients from Monday 11:20 pm until Tuesday 12:00 am. At the time that this loop occurred, approximately 11:20 pm, there were about 500 client devices connected to the campus wireless network.

Root Cause

The final configuration changes were made at 11:20 pm and the spanning tree was not properly configured on the Aruba controllers. A loop was generated and caused a broadcast storm. This caused the firewall to have fail over and memory issues.

Resolution

The resolution was to enable the spanning tree on the controllers and allow for the spanning tree to re-converge and block links on its own. Additionally, the firewalls needed to be rebooted to recover from the spanning tree loop.

Communications (Internal)

A notice was posted on the ITS Notifications page. An email was sent to the on-call email address. No other communication internal communication was performed as this was an after-hours event.

Communications (External)

A notice was posted on the ITS Notifications page.

Lessons Learned

Spanning tree loops are well-known and have always been an issue when encountered. Spanning tree configuration must be carefully followed in order to prevent such occurrences.