

Document ID: 937703  
Ticket Number: CNNXN030303  
Status: Pending  
Location: Chicago  
Director: Charlie Chan  
VP: Chevy Chase  
Service Type: Router  
Outage Start Date/Time: 03 Sep 2018 03:03 GMT  
Outage End Date/Time: 03 Sep 2018 06:06 GMT  
Outage Duration: 3h 03min

### Summary Of Issue

On September 3rd, at 3:03 GMT, Chicago reported that the routing devices associated with the Chicago serving area stopped passing traffic, impacting 3 residential customers and 13 business customers. This outage occurred during the resolution of a fallout issue linked to three new routing devices. A level 3 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 3 configurations from three routing devices located in Chicago, Cleveland and Charleston. In the typical provisioning process, when a routing device falls out, automation fails during the initial provisioning attempts. In such cases, the standard procedure for a provisioning specialist is to verify residual configurations within the routing devices and manually remove these configurations from all three routing devices.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the three routing devices to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the routing device fallout, the existing and operational configurations from the three routing devices located in Chicago, Cleveland and Charleston were removed. Routing device down ticket (CNNXN030303) came in at 3:03am on September 3rd for the first routing device. This ticket had 3 alarms for routing device down conditions in three locations.