

Document ID: 937706  
Ticket Number: CNNXN060606  
Status: Closed  
Location: Fort Worth  
Director: Frank Fritz  
VP: Fernando Falken  
Service Type: Server  
Outage Start Date/Time: 01 Oct 2018 06:06 GMT  
Outage End Date/Time: 01 Oct 2018 12:12 GMT  
Outage Duration: 6h 06min

#### Summary Of Issue

On September 6th, at 6:06 GMT, Fort Worth reported that the servers associated with the Fort Worth serving area stopped passing traffic, impacting 6 residential customers and 16 business customers. This outage occurred during the resolution of a fallout issue linked to six new servers. A level 6 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 6 configurations from six servers located in Fort Worth, Fresno, Fort Wayne, Frisco, Fremont and Fontana. In the typical provisioning process, when a server 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 servers and manually remove these configurations from all six servers.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the six servers to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the server fallout, the existing and operational server configurations from the six servers located in Fort Worth, Fresno, Fort Wayne, Frisco, Fremont and Fontana were removed. Server down ticket (CNNXN060606) came in at 6:06am on September 6th for the first server. This ticket had 6 alarms for server down conditions in six locations.