

Document ID: 937709
Ticket Number: CNNXN090909
Status: Closed
Location: Jackson
Director: Jerry James
VP: Jenny Jenkins
Service Type: API
Outage Start Date/Time: 04 Oct 2018 09:09 GMT
Outage End Date/Time: 04 Oct 2018 18:18 GMT
Outage Duration: 9h 09min

Summary Of Issue

On September 9th, at 9:09 GMT, Jackson reported that the API services associated with the Jackson serving area stopped passing traffic, impacting 9 residential customers and 19 business customers. This outage occurred during the resolution of a fallout issue linked to nine new API calls. A level 9 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 9 configurations from nine API services located in Jackson, Jacksonville, Jameson, Jamesport, Jamestown, Jasper, Jefferson City, Jennings, Jerico Springs and Jonesburg. In the typical provisioning process, when an API service 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 API services and manually remove these configurations from all nine API services.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the API services to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the service fallout, the existing and operational API configurations from the nine APIs located in Jackson, Jacksonville, Jameson, Jamesport, Jamestown, Jasper, Jefferson City, Jennings, Jerico Springs and Jonesburg were removed. API down ticket (CNNXN090909) came in at 9:09am on September 9th for the first API service. This ticket had 9 alarms for API down conditions in nine locations.