

Document ID: 937705
Ticket Number: CNNXN050505
Status: Pending
Location: El Paso
Director: Edward Egen
VP: Ellen Ellison
Service Type: IPS
Outage Start Date/Time: 05 Sep 2018 05:05 GMT
Outage End Date/Time: 05 Sep 2018 10:10 GMT
Outage Duration: 5h 05min

Summary Of Issue

On September 5th, at 5:05 GMT, El Paso reported that the IPS devices associated with the El Paso serving area stopped passing traffic, impacting 5 residential customers and 15 business customers. This outage occurred during the resolution of a fallout issue linked to five new IPS devices. A level 5 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 5 configurations from five IPS devices located in El Paso, Elk Grove, Eugene, Escondido and Evansville. In the typical provisioning process, when an IPS 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 IPS devices and manually remove these configurations from all five IPS devices.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the five IPS devices to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the IPS device fallout, the existing and operational configurations from the five IPS devices located in El Paso, Elk Grove, Eugene, Escondido and Evansville were removed. IPS device down ticket (CNNXN050505) came in at 5:05am on September 5th for the first IPS device. This ticket had 5 alarms for IPS device down conditions in five locations.