

Document ID: 937704  
Ticket Number: CNNXN040404  
Status: Pending  
Location: Denver  
Director: Dan Daniels  
VP: Dina Durand  
Service Type: Firewall  
Outage Start Date/Time: 04 Sep 2018 04:04 GMT  
Outage End Date/Time: 04 Sep 2018 08:08 GMT  
Outage Duration: 4h 04min

#### Summary Of Issue

On September 4th, at 4:04 GMT, Denver reported that the firewall devices associated with the Denver serving area stopped passing traffic, impacting 4 residential customers and 14 business customers. This outage occurred during the resolution of a fallout issue linked to four new firewall devices. A level 4 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 4 configurations from four firewall devices located in Denver, Dallas, Dixon and Deerfield. In the typical provisioning process, when a firewall 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 firewall devices and manually remove these configurations from all four firewall devices.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the four firewall devices to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the firewall device fallout, the existing and operational configurations from the four firewall devices located in Denver, Dallas, Dixon and Deerfield were removed. Firewall device down ticket (CNNXN040404) came in at 4:04am on September 4th for the first firewall device. This ticket had 4 alarms for firewall device down conditions in four locations.