

Document ID: 937707
Ticket Number: CNNXN070707
Status: Closed
Location: Greensboro
Director: Gillian Garner
VP: Gerald Groves
Service Type: Sensor
Outage Start Date/Time: 02 Oct 2018 07:07 GMT
Outage End Date/Time: 02 Oct 2018 14:14 GMT
Outage Duration: 7h 07min

Summary Of Issue

On September 7th, at 7:07 GMT, Greensboro reported that the sensors associated with the Greensboro serving area stopped passing traffic, impacting 7 residential customers and 17 business customers. This outage occurred during the resolution of a fallout issue linked to seven new sensors. A level 7 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 7 configurations from seven sensors located in Greensboro, Gilbert, Glendale, Garland, Grand Prairie, Grand Rapids and Glendale. In the typical provisioning process, when a sensor 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 sensors and manually remove these configurations from all seven sensors.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the seven sensors to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the sensor fallout, the existing and operational configurations from the seven sensors located in Greensboro, Gilbert, Glendale, Garland, Grand Prairie, Grand Rapids and Glendale were removed. Sensor down ticket (CNNXN070707) came in at 7:07am on September 7th for the first sensor. This ticket had 7 alarms for sensor down conditions in seven locations.