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Incident documentation/20160831-ulsfo

[< Incident documentation](#)

Contents [\[hide\]](#)

- [1 Summary](#)
- [2 Timeline](#)
- [3 Conclusions](#)
- [4 Actionables](#)

Summary

Due to the concurrent failure of 3 different network links across two different carriers, our connectivity between our San Francisco *ulsfo* data center and the rest of our network was briefly severed for a few times, resulting in downtime for the US west coast and parts of Asia until traffic was rerouted.

Timeline

- 05:38 - Link between *ulsfo* and *codfw* went down and started flapping
- 08:17 - Links *eqord* and *ulsfo*, and between *eqord* and *codfw* went down for planned maintenance. Due to 3 links being down or flapping, connectivity between *ulsfo* and the rest of our network became intermittent. Traffic to public services from US west coast states and parts of asia was be impacted.
- 08:24 - Traffic was rerouted from *ulsfo*, removing impact from users
- 08:45 - A matching maintenance announcement for the *ulsfo-codfw* link was discovered to be sent to the wrong address
- 13:36 - Several hours after the completion of both maintenance windows and the links were confirmed stable, traffic was routed back to *ulsfo*

Conclusions

All 3 links, which were from two different vendors, had overlapping maintenance windows. The maintenance announcement from one of the two vendors was sent to the wrong e-mail address and therefore not processed by Clinic Duty and put in our vendor maintenance calendar.

Actionables

- Request vendor to correct e-mail contact for future maintenance announcements
- Establish a more rigid process for evaluating maintenance announcements with particular attention for potential overlap for redundant links

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[Main page](#)
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[Server admin log \(Prod\)](#)
[Server admin log \(RelEng\)](#)
[Deployments](#)
[SRE/Operations Help](#)
[Incident status](#)

[Cloud VPS & Toolforge](#)

[Cloud VPS documentation](#)

[Toolforge documentation](#)

[Request Cloud VPS project](#)

[Server admin log \(Cloud VPS\)](#)

[Tools](#)

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[Special pages](#)

[Permanent link](#)

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