From: Luca dell"Agnello
To: Jamie Shiers;
Subject: network incident @ INFN-T1: a post-mortem
Date: Tuesday, March 10, 2009 17:03:41

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dear Jamie,
this is a short post-mortem on the network problem we had last week-end.
I understand it is not kosher (it is not following the proposed
template), but I started to write it before today talk :-)

On February 21 at 1:50 MET (i.e. during the night between Friday and
Saturday) INFN-T1 lost the WAN connectivity on one of our 2 connection
links: this affected the connectivity to Tier2s and some Tier1s
WAN connectivity is provided by GARR.

Our first intervention was at 2.20 (i.e. after ~ 30 minutes).
The person on duty verified that the link between our edge router and
GARR router was done; he proceeded to change the Optical Transceiver of
the interface on our router with no results (the link remained down).
He also tried to unplug and replug the fiber with no results.
As a side notation: the LAN connectivity was good and all services were up.

The person on duty alerted the manager on duty (via phone) and the GARR
NOC (both via email and SMS), but the GARR intervention could only
start at 8.15 in the morning of Saturday 21.
After a complete test of both our edge router and the provider router,
two faulty cards were found and substituted, namely the interface on our
edge router and its spare.... (we had to recycle an interface from
another port with no service interruption).
The connectivity was recovered only after a reset of the GARR router
interface (~ 11.30 in the morning).
An issues to clarify is why, even if the first optical interface gave no
errors in the logs and the light flew the link could not be established.

cheers

luca