I.	r00.londen03.uk.bb Not Responding

	Ticket number:		VNOC-1-1123883837

	Date:			1 November 2012

II.	Time of Outage

	Outage began:		23:52 UTC
	Service Restoration:	00:09 UTC
	Outage ended:		03:25 UTC

III.	Scope

	r00.londen03.uk.bb became unreachable for 17 minutes.

IV.	Cause

	Router CPU maxed causing ISIS followed by BGP sessions to time out.

V.	Action and Resolution

	All Times UTC

	1 November 2012

	At 23:52, the NTTA Global IP NOC receives alerts that r00.londen03.uk.bb is unresponsive. The Global IP NOC pages IP Engineering Operations to investigate and opens VNOC-1-1123883837 to investigate the issue.

	2 November 2012

	At 00:09, circuits on r00.londen03.uk.bb come back up. By 00:20, the NTTA Global IP NOC is able to log into the router, although the device is running very slow.

VI.	Resolution

	Router recovered with no engineering intervention.

VII.	Preventive Measures

	Packets were being sent to the router CPU instead of being handled by the router's hardware fabric. This may have been caused by corruption of packets or some other sort of anomaly. IP Engineering Operations is currently port-mirroring the router CPU so, should the router CPU become overwhelmed with packets, the packets can be examined and steps taken against their impact.