



### Servers Australia Incident Report

**Incident Type:** Network outage – Multiple locations  
**Report Number:** SAU-2015013001  
**Date & Time of incident:** 30-JAN-2015 1:55pm (AEDT)  
**Total Outage Time:** 51 minutes  
**Written By:** Chris Gibbs

**Diagnosed Issue:** We detected a broadcast storm in our network that resulted in high CPU and network bandwidth across a number of a network switches, this led to services and servers being intermittently unavailable during this period. Spanning-tree protocol was at capacity in some locations meaning this mitigation capability was unavailable at the time of the storm.

**Steps to resolve issue:** Looping paths in network were disabled in Tuggerah and Equinix Sy1 to stop the broadcast storm.

**Steps to prevent this issue occurring:** While we have safe-guards in-place to prevent the spread and impact of broadcast storms, the mechanisms we have enabled were incorrectly configured to shutdown ports instead of limiting the bandwidth available and had also not yet been updated to support some of the recent data center interconnect speed increases from multi-gigabit to 10Gbps. We are implementing further network controls and updating the audit/reporting we do on network configuration to prevent the spread of this type of network issue in the future.

Network switches that do not support the required number of spanning-tree instances will be replaced.

Looping paths will be re-introduced onces suitable controls have been implemented and tested.

Approved By Jared Hirst Date 02/02/2015 Signed \_\_\_\_\_