SOU Network Core Intermittent Connectivity Problem 8/1/12

2012-08-01 - - Comments (0) - General

At approximately 3pm a disruption caused layer 2 switching problems in our core 6500 router. At this time the cause of the outage has not been determined. However, IOS debug `sho spanning-tree vlan 99 detail` registered a topology change at the approximate time of the outage. Problem presented as an intermittent problem reaching destinations from both campus systems and systems attached to the same blade.

Systems reported as down by IT Staff and campus users were Primary DNS, MySQLDB, Kayako, www, and apts03v. The apparent name resolution problem also presented as "network down" or "internet out". Users and staff should be advised the upstream provider was not the problem.

Southern Oregon University Network Team plans an IOS Upgrade of the routers operating system as a first step toward mitigating the apparent transient software bug as soon as possible.