

## Installation for New Access Switch & Migration CBJ1

**Date : 17 July 2008( Thursday )**

**Time : 11:30 AM**

**Location : TM Net Data Center – CBJ 1, (MyLoca)**

<b>Summary of the Event</b>	1. Network migration and upgrade to improve data center performance.
<b>Chronology of the event and Action Plan</b>	<p><b>16 July 2008</b> 11:00 PM Internal wiring done by contractor.</p> <p><b>17 July 2008</b> 2:30 AM Mount 1<sup>st</sup> access switch and perform network test and successful.</p> <p>3:25 AM Mount 2<sup>nd</sup> access switch to the network and all network nodes suddenly went down</p> <p>4:15AM Fail to identify network issue and perform rollback to existing access switch and the result is still the same. Mounting 3<sup>rd</sup> access switch to the network to identify the issues.</p> <p>6:10 AM 1<sup>st</sup> issue was identified - installed the wrong twisted fiber optic pair to the 2<sup>nd</sup> and 3<sup>rd</sup> access switch.</p> <p>8:10 AM Monitoring tools unable capture entire network at CBJ1. Check on running configuration on both switches.</p> <p>8:45 AM 2<sup>nd</sup> issue was identified - all Vlan were not configured properly.</p> <p>9:15 AM Receive customer complaint on the network issued</p>

	<p>9:30 AM Customer behind firewall unable access to the internet due to unidentified cause inside firewall.</p> <p>9:45 AM Inform SOC on the network issues.</p> <p>11:18 AM Firewall running to back to normal ( cause unknown )</p> <p>12:30 PM A few customer still complaint unable access to into the certain IP on the network.</p> <p>1:30 PM 3<sup>rd</sup> issue was identified - few ports on the access switch were mistakenly plugged in to other port.</p> <p>5:00 PM Certain customer's issues solved.</p> <p>5:15 PM Network at CBJ1 running back to normal.</p>
<b>Solution</b>	<p>Check network configuration on all newly installed access switch. Trace affected customer port from SMU Rack to Customer Rack. Troubleshoot 2<sup>nd</sup> and 3<sup>rd</sup> access switch to identify the issues.</p>
<b>Customers Affected</b>	<p>Most customers at CBJ1 were affected.</p>
<b>Status</b>	<p>As of after 6.36PM (17 July 2008) networks are running normal.</p> <p style="text-align: center;"><b>** End of Report **</b></p>

Prepared By: Raden Afzirul  
Review By : Asrul Hafiidz