Incident on Wednesday, October 30, 2024

Rainbow Services have experienced some troubles Wednesday, October 30, 2024, from 14:21 *CET* to 15:30 *CET.*

WHAT HAPPEND:

INCIDENT DESCRIPTION:

A global peering issue on ALE main cloud provider caused a slowdown of the application.

Some components managing Telephony Services had to reconnect due to the lack of resources on provider's side, resulting in the unavailability of these functionalities.

Consequently, some Rainbow services were made temporarily defective:

- Telephony services down for some users.
- Rainbow services slowed down, with difficulties in using certain features (get bubble content or to reconnect to Rainbow).

INCIDENT TIME FRAME:

(all times are notified in CET)

- 14:21   ALE Infra monitoring has identified that our cloud provider resources were offline. The operation team contacted the provider who confirmed and was in the process of restoring its services.
- 14:29   Users were able to connect again. A slowness could be noticed due to the resulting congestion in mass recovery.
- 14:45   All SIP trunks were recovered.
- 15:00   The cloud provider closed their incident.
- 15:05   To clear residual congestion in France datacenter, some traffic was temporarily rerouted to another datacenter.
- 15:20   No more errors raised from servers.

INCIDENT IMPACT:

Discover the detailed impacts by Region:

[WW] Rainbow connection issues

INCIDENT CONSEQUENCES:

- From there, some customers complained that they observed a permanent disconnection of their WEBRTC gateway. After analyzing, it appeared that such cases felt into a TCP protocol issue when some connections, not notified of disconnection by the opposite communicating host, remain out of synchronization with this last one (the provider).
- Consequently, administrators must restart manually the WEBRTC Gateway.

CORRECTIVE MEASURES:

➢ *A fix will be produced soon in WebRTC GW component to overcome the issue of no reconnection from WebRTC Gateway in case they are no longer notified.*

End of document