RCA - 751787

Cliq Digital Complaint

2/6/2012
Actel- Active Telecommunications

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Ticket #:

751787

Title:

Cliq Digital Complaint.

Problem Started: 2/6/2012 13:00 PM

Problem Ended: 2/6/2012 14:03 PM

Problem Description:

As described by Ahmad MAHRAN: Since 11:30 am CET, we see that the MTs and MO in KSA are failing at Actel's level for all operators (status 2 for MT and no MOs received at all since then).

As described by ACTEL: It appears that the stream of messages was interrupted at 12:00 CET (Exactly 12:00:40) and not at 11:30 CET. Messaging was active again at 13:03 CET.

The total down time was 1h03.

Solution:

We fixed the VPN connection with the operators.

Root cause

As said in the ticket: **The disconnection was due to several IPSec failures due to disruption on LEVEL 3 connectivity.**

Detection:

- An alert flag has been set: Low traffic pattern detection.
- An alert flag has been augmented: Low traffic pattern persisting.

Primary Investigations show: VPN connections were failing (going down and up) IPSec Tunnels were not stable which was causing SMPP connections with operators to constantly fail resulting in traffic disruption.

Deeper investigation:

Operator Escalation: Traces have shown that Level 3 (In other words IP) connectivity wasn't stable in quality. There were a lot of drops in packets between ACTEL and the Operator.

ISP Escalation: After a deep analysis with the ISP, they have changed our routing rules at their end.

Conclusion:

Everything shows that internet connectivity was the main cause.

- Bad internet => Timeouts on submissions, VPN Failures.
- VPN Failures => SMPP timeouts.
- SMPP timeouts => no transmission.

Status:

The problem has been solved once routes have changed.