



Community IX

REASON FOR OUTAGE (RFO)

Location: FL-IX (South Florida)

Date: 13-Jun-2023

Trouble Reported: High latency across peering fabric, certain services unreachable

Service Interruption Time: 04:57 UTC

Service Restore Time: 08:31 UTC

Root Cause of Outage: Member placed a loop on their port, which was mistakenly configured without a MAC filter.

Action Taken to Resolve Outage: Member's port was shut down until contact can be made and a proper MAC filter can be applied before port can be brought back up.

Resolution Comments: We are conducting a full audit of all member ports to confirm MAC filters are in place on all ports and will regularly monitor this more carefully in the future. Please contact noc@fl-ix.net if you are experiencing any further issues. It is safe to restore your BGP sessions at this time.