Significant network disruption after disconnecting an unused piece of equipment.

UK – Multi-location business – Meraki Setup

OBJECTIVES

- Troubleshoot a BGP related Meraki connectivity issue in which multiple remote VPN sites managed by the end customer experienced an unexpected outage after disconnecting a legacy router that was due to be decommissioned.
- The services were relocated from legacy devices prior to the outage.
- Restore connectivity to remote locations.
- Document the root cause of the issue.
- Advise on network architecture changes to avoid such outages in the future.

BENEFITS

- Restored business continuity and productivity.
- Enhanced network resilience and aligned best practices.
- Knowledge and full understanding of dependencies.
- Prevents further prolonged downtime.
- Reduced support overhead and risk of repeat incidents.
- Improved stakeholder confidence.
- Documentation to support for reference.
- Improved future decision making for upgrades and changes.

AT A GLANCE

Challenges

- Non-standard BGP routing configuration.
- Usage of route-maps for update manipulation.

Approach

- Inspect configurations, routing tables, firewall rules.
- Restore connectivity.
- Document findings.

"Thanks to MNB Networks for helping us out and quickly responding."
"We thought there was no dependency on the kit we removed but hadn't realised there was a complex non- standard configuration!"

MNB Networks
SIMPLY CONNECT

6 Straiton View
Loanhead
Edinburgh,
EH20 9QZ,

Email: helllo@mnbnetworks.tech
Phone: 0131 385 0409
www: mnbnetworks.tech