



# Technology Update

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Wednesday 29<sup>th</sup> May 2024

LINX122

# Agenda

1

**Operations Update**

2

**Incidents and  
Improvements**

3

**LON1 & Project Update**

4

**Route Serves**



# Operations Update

# Operations

**Measuring Success**

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**Deskpro, direct  
member feedback**

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**Member survey**

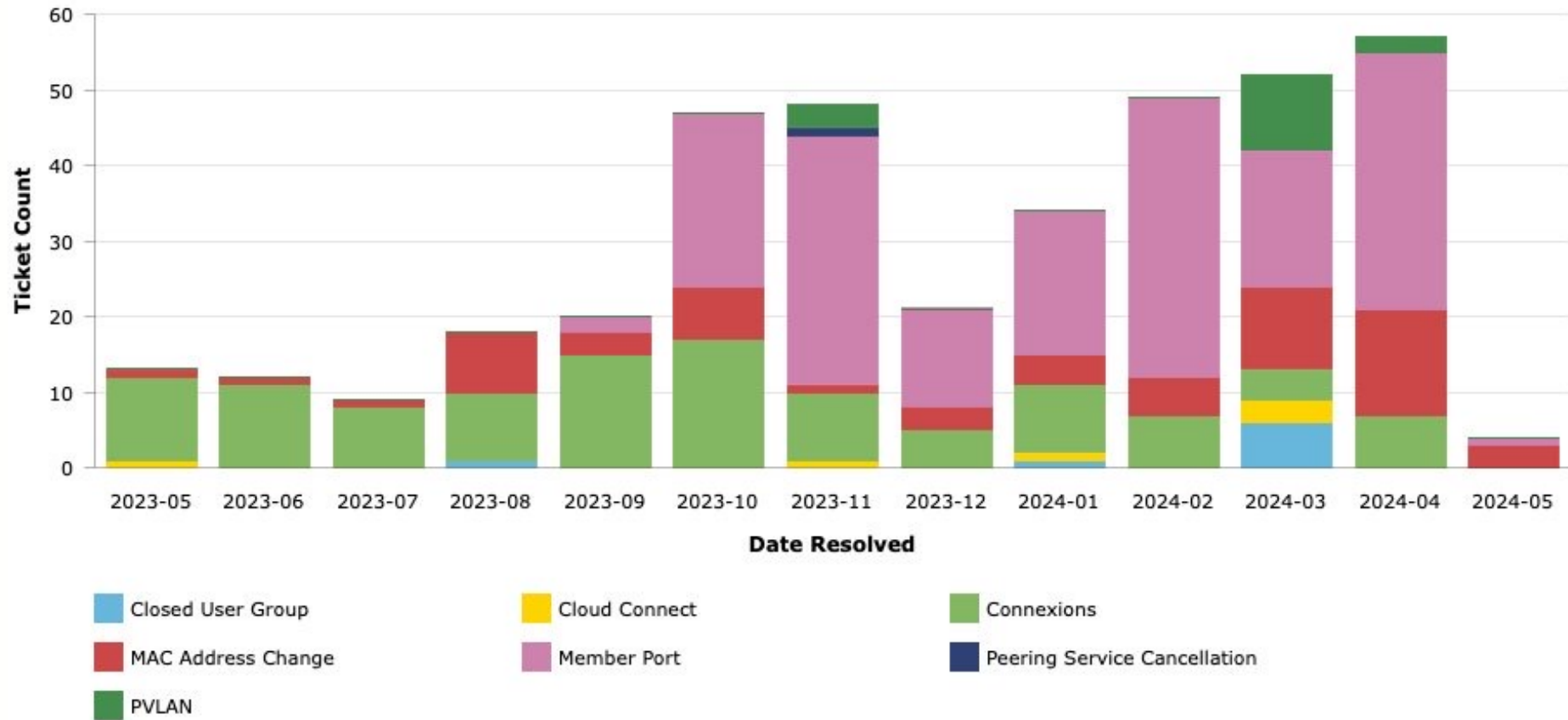
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**LINX Community**



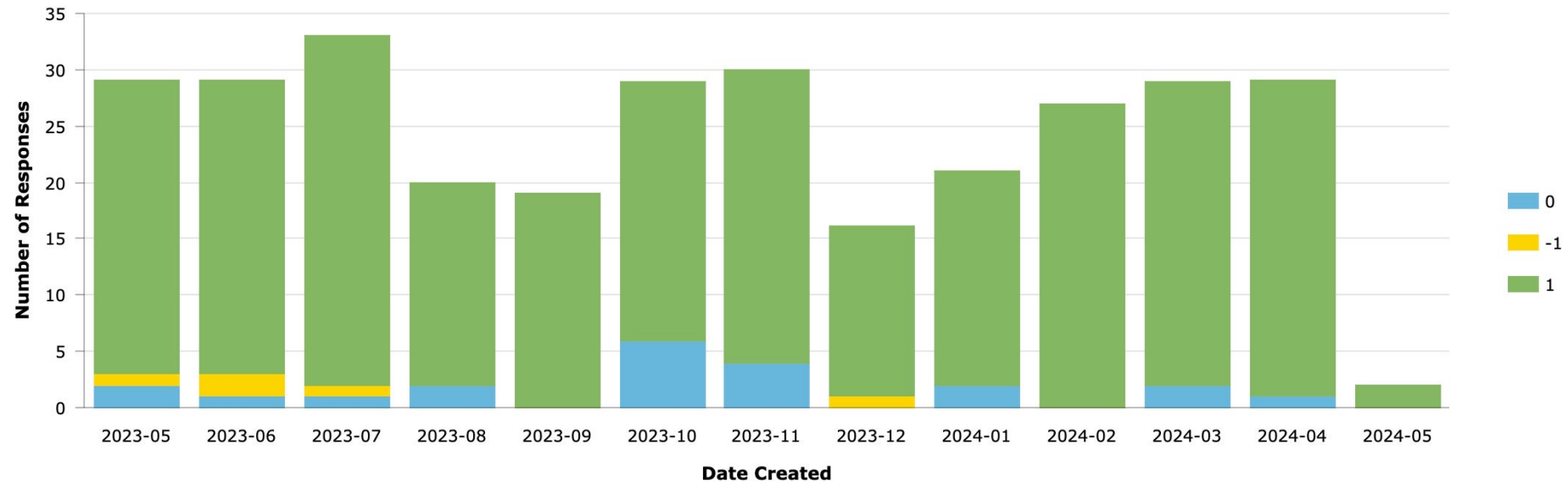
# Self-Service

Self Service by Product/Month, Year Rolling

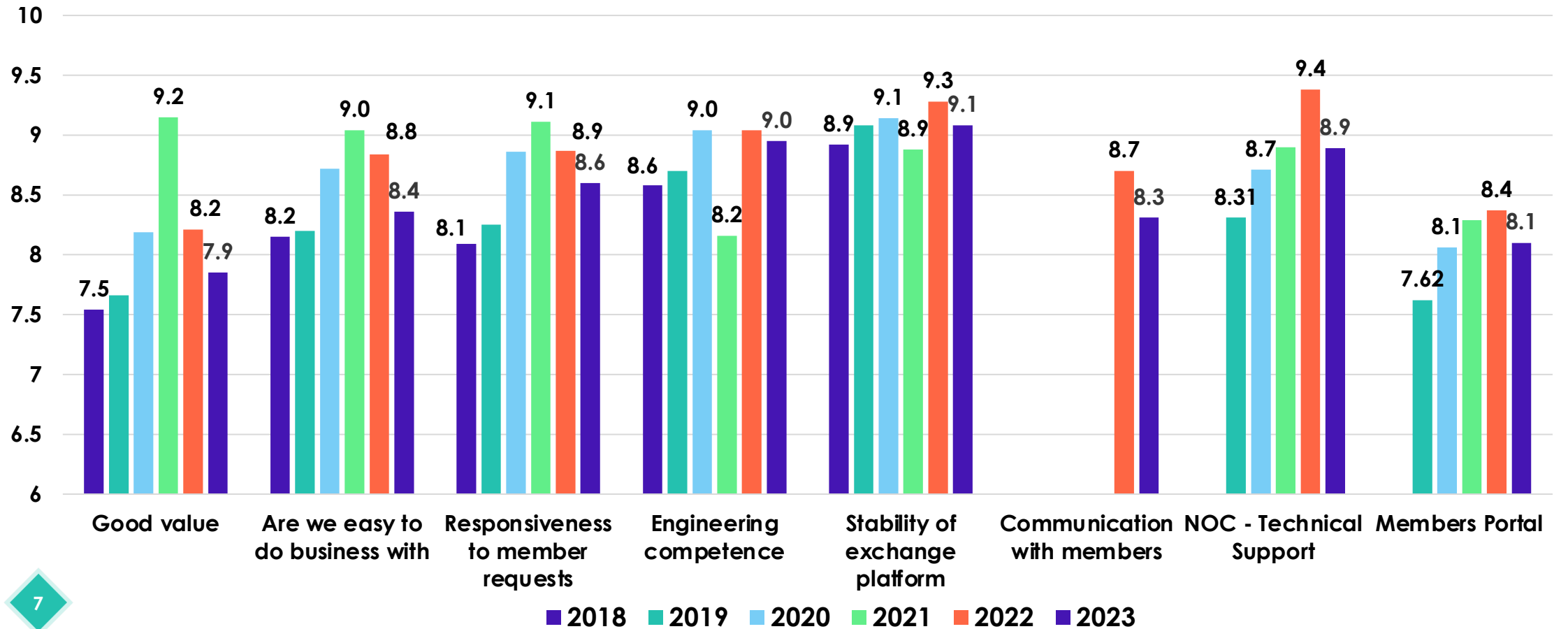


# Deskpro Member Feedback

Support/Provisoning Feedback (1 = Good, 0 = Ok, -1 = Not Good)



# Member Satisfaction Survey



# LINX Community

The screenshot shows the LINX Community portal homepage. At the top left is the LINX logo and the word "Portal". On the right are navigation icons for search, messages, notifications (with a red badge showing '6'), a plus sign, and a user profile icon labeled 'RP'. A left sidebar contains a menu with items: Home, Members, Acceptable Use Policy, General, Mailing Lists, News and Events, Resources, and Report a Bug. Below the menu is a copyright notice: "© Copyright 2024". The main content area features a large blue header with the text "Welcome to LINX Community" and a search bar. Below this is a section titled "Join the Community" with three paragraphs of text and two buttons: "Join a Space" and "Acceptable Use Policy". To the right of the text is a photograph of a large conference room with many people seated at round tables, working on laptops. A presentation screen in the background displays the text "ement = No Piracy" and the "sly" logo.

## Welcome to LINX Community

### Join the Community

LINX Community is your hub to connect with members around the globe. Join spaces and mailing lists to make sure you're up to date with the latest discussions and LINX news.

You will be notified via email for updates in any channels you have joined, or direct messages you receive. To manage your notification preferences, simply visit the notification area within your account preferences.

Please familiarise yourself with our Acceptable Use Policy before starting to use LINX Community.

Please be aware that some pages are public, and this will be clearly marked within the channel introduction.

- [Join a Space](#)
- [Acceptable Use Policy](#)





# Incidents

# Incidents

## LAN Incidents

Systems	1
LON1	3 (1 Problem)
LON2	0
LINX Manchester	0
LINX Wales	0
LINX Scotland	0
LINX NoVA	0
JEDIX	1 (Management)
ManxIX	0
Nairobi	1 (At Risk)

Portal: <https://portal.linx.net/maintenance-and-outages>



# Incidents

## Shared on LINX Community

LINX LON1, Digital Realty site (LON1), Line card issue and replacement on Juniper core3.in2, also impacting the Route Server rs1. [10th April] and [13th April]

LINX LON1, Digital Realty site (LON1), FPC errors on Juniper mx10k device, core3.in2, line card issues [29th March]

LINX System, Network Automation offline. [20th March]



# Incidents

**LINX LON1, Digital Realty site (LON1), FPC errors on Juniper MX10K**

29/03 ASIC errors observed on FPC3 PIC0

Resulting in PIC auto disabling

JTAC advise to reboot FPC to restore, and to monitor

Reoccurrence on 10/04

JTAC advise to replace FPC, and to monitor.

Faulty FPC replaced on 13/04

As PIC0 of FPC3 had rs1.lon1 corrected, sessions to the RS were impacted

# LON1 Project Update

# LON1 Update

What are we planning to do now

## ◆ April

Complete THN migrations

Begin deployment of SR-2se's (enables 400G at these sites)

- RBS migration
- TCM migration
- TCA migration

## ◆ May

- Installation and commissioning of new SR2s at:

- TCM, THE & TH2

## ◆ June

- Member moves to Nokia SR-2SE's
  - TCM migration (following LINX meeting)
  - THE migration
  - THN2 migration

# LON1 Update

What are we planning to do now

## July & August

- EQ4 migration – some moves within existing racks required for this
- TCA migration but complications on space - rack depth resulting in needing to migrate to new racks before migrating.
- Snagging and documentation clean up, ISO readiness



# Other Projects

## ◆ NoVA

Migration to Nokia 7220  
IXRs completed  
New members connected  
  
Traffic >100GE

## ◆ ISO27001:2022

- Readiness stage
- Core ISMS audit in August
- DC audits in September
- Update in November

## ◆ Riyadh

- Install done
- Network built and waiting on stable redundant power setup from Centre3
- Members ready to connect





# Route Serves

# Route Serves

## OpenBGPd route-servers

- Positive news on wider adoption of OpenBGPd, including IXP Manager support
- Progress from Mo on lab testing, testing for 1000+ Peers before we go for LON1 deployment (v8.4)

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## BIRD2 upgrades

- All sites upgraded and moved to done
- All Route Collector to be moved to BIRD2 in Q2



# Route Serves

## AliceLG

- Version 6.0 has a resource issue
- Testing 6.1.0
  - This is looking promising
  - We have now deployed as of the 3rd May 2024 on route collectors



# Mail List Manager



Moving the @lists.linx.net email communication to Mailman, the GNU Mailing List Manager.



# Thank you



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