



# Incident Log

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*(The most recent incidents are at the top)*

	Incident	Who Affected	Description
122	Cloudflare issues	Various college cloud systems	<p>On <b>Tues 2 July 2019 at 1400 hours</b> monitoring indicated that various college cloud systems started to report 502 bad gateway errors</p> <p>This is connected to a global issue with Cloudflare</p> <div data-bbox="399 478 1359 831" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Cloudflare System Status</h3> <div style="background-color: #f9a825; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Network Performance Issues</span> <span>Subscribe</span> </div> <p><b>Investigating</b> - Cloudflare is observing network performance issues. Customers may be experiencing 502 errors while accessing sites on Cloudflare.</p> <p>We are working to mitigate impact to Internet users in this region.</p> <p>Jul 2, 13:52 UTC</p> </div> <p><b>UPDATE 2 July 2019 at 1515 hours</b> : update on mitigation by Cloudflare, we will continue to monitor as systems stabilise</p> <div data-bbox="399 894 1359 1199" style="border: 1px solid black; padding: 10px;"> <h2 style="text-align: center; color: #f9a825;">Network Performance Issues</h2> <p><b>Monitoring</b>      Cloudflare has implemented a fix for this issue and is currently monitoring the results.</p> <p style="text-align: center;"><b>We will update the status once the issue is resolved.</b></p> <p style="text-align: center;">Posted less than a minute ago. Jul 02, 2019 - 14:15 UTC</p> </div>
121	O365 shared areas	All users of O365 shared areas	<p>On <b>Monday 3 June 2019 at 1300 hours</b> monitoring identified problems accessing documents located in the colleges Microsoft O365 SharePoint shared areas</p> <p>This was further identified as a problem specifically affecting our tenancy and using any Microsoft application to open/save documents. Using the online versions not effected</p> <p>We are currently investigating with Microsoft</p> <p><b>UPDATE 4 June 2019 at 0830 hours</b> : monitoring indicates that the O365 shared areas problem has been resolved, we will continue to monitor</p>
120	Loss of radio channels	Estates and IT	<p>On <b>Thursday 14 March 2019 at 0750 hours</b> a radio repeater failed on Lamorbey campus which took down the ability for any college radios to communicate are in-place using other channels whilst we await a replacement unit</p> <p><b>UPDATE 15 March at 1530 hours</b> : the repeater is back online and service to channels 3 and 4 is resumed</p>

119	VLE errors	Users in USA	<p>On <b>Wed 13 Marc 2019 at 1630 hours</b> our external monitoring started to report problems accessing the colleges VLE website, specifically from within the US <b>ook/Flickr</b> at this time, as there is external content from these services imbedded in the colleges VLE</p>  <p>We confirmed that whilst some errors were being displayed it only related to this missing content and did not affect the VLE functionality</p> <p>We will continue to monitor</p> <p><b>UPDATE 13 March at 1930 hours</b> : the issue has been resolved</p>
118	SAN controller failure	All users	<p>On <b>Tues 22 Jan 2019 at 1130 hours</b> one of the virtual server cluster hosts went off-line. This was caused by a controller card failure in the attached storage all resilience so all service should be considered at risk</p> <p><b>UPDATE 23 Jan at 0830 hours</b> : the failed virtual server was bought back online and rejoined the cluster</p>
117	Water problem in server room	All users	<p>On <b>Sat 19 Jan 2019 at 1030 hours</b> during routine maintenance a water leak was discovered in server room L115. This was traced to being caused by a leak</p> <p><b>UPDATE 21 Jan at 0800 hours</b> : Estates dried out floor and provided temporary containment</p> <p><b>UPDATE 22 Jan at 1030 hours</b> : engineer identified leak cause in AC drain pipe and implimented a permanant fix</p>
116	Wireless controller failure	Oncampus users of wi-fi	<p>On <b>Sat 12 Jan 2019 at 0830 hours</b> during routine maintenance checks one of the resilient wireless controllers failed after a reboot. This caused a failure of to be considered at risk</p> <p><b>UPDATE Mon 14 Jan at 0900 hours</b> -efforts to recover the controller have failed so a support call has been logged to get it replaced</p> <p><b>UPDATE 24 Jan at 0800 hours</b> : FortiNet engineers are investigating the cause and collected logs for further anlysis</p> <p><b>UPDATE 28 Jan at 0800 hours</b> : issued identified as bug 0532038 still awaiting fix</p> <p><b>UPDATE 6 Feb at 0800 hours</b> : patch applied a HA cluster rebuilt, tested and normal service resumed</p>
115	Email delivery problem	Users on campus	<p>On <b>Thurs 20 Dec 2018 at 0920 hours</b> monitoring identified problems with users sending emails to external email addresses - they were being returned und</p>  <p>After investigation it was discovered that an on campus email server had corrupted the TLS certificates used to secure the email flow off campus to Microsoft</p> <p><b>UPDATE Thurs 20 Dec 2018 at 1000 hours</b> - the problematic email server was removed from the service cluster and normal email flow resumed</p>
114	Google public DNS	off campus users	<p>On <b>Tues 18 Dec 2018 at 0710 hours</b> our monitoring identified issues with DNS resolution for our domain bruford.ac.uk with Googles two public DNS server</p> <p>This was confirmed as only effecting <b>Googles public DNS servers 8.8.8.8 and 8.8.4.4</b></p> <p>We advise users to switch to another DNS server - like <b>OpenDNS 208.67.222.222</b> whilst we resolve the issue with Google</p> <p><b>UPDATE Tues 18 Dec 2018 at 0830 hours</b> - mitigating problem with Google but expect further disruption throughout day if using Googles public DNS serve</p> <p><b>UPDATE Tues 18 Dec 2018 at 1030 hours</b> - issue resolved and no further disruption anticipated</p>
113	O365 SharePoint Online	All users	<p>On <b>Tuesday 6 November 2018 at 1100 hours</b> our monitoring indicated problems with trying to access college resources in SharePoint sites both on and of</p> <p>This was related to a Microsoft incident <b>SP152986</b></p>

## SP152986 - Can't access SharePoint



<b>Status:</b>	Service degradation	Updated:	2018-11-06 12:24 (UTC)
<b>User impact:</b>	Users may be unable to sign in to SharePoint Online.	Start time:	2018-11-06 10:37 (UTC)
<b>Latest message:</b>	Title: Can't access SharePoint		
	User Impact: Users may be unable to sign in to SharePoint Online.		
	Current status: We've determined that the directory service isn't advertising the correct time, which is causing some service components to reject authentication tokens. We're isolating the source of the error to help us find a fix for the issue.		
	Scope of impact: Any user signing in to SharePoint may experience sign-in errors.		
	Start time: Tuesday, November 6, 2018, at 8:10 AM UTC		
	Next update by: Tuesday, November 6, 2018, at 1:30 PM UTC		

### UPDATE Tues 6 Nov 2018 at 1330 hours - mitigation being applied by MS

Title: Can't access SharePoint	Updated:	2018-11-06 13:21 (UTC)
User Impact: Users may be unable to sign in to SharePoint Online.		
Current status: We isolated the source of the error and forced a synchronization to ensure the correct time is advertised. We're monitoring the service while the downstream infrastructure syncs correctly. Once the sync completes, users should see access restored.		
Scope of impact: Any user signing in to SharePoint may experience sign-in errors.		
Start time: Tuesday, November 6, 2018, at 8:10 AM UTC		
Preliminary root cause: Directory services were advertising the incorrect time, preventing infrastructure downstream of the directory services synchronizing time correctly. The consequent time mismatch caused SharePoint Online authentication services to reject sign-in requests.		
Next update by: Tuesday, November 6, 2018, at 2:30 PM UTC		

### UPDATE Tues 6 Nov 2018 at 1430 hours - ongoing mitigation being applied by MS

<b>Status:</b>	Restoring service	Updated:	2018-11-06 14:28 (UTC)
<b>User impact:</b>	Users may be unable to sign in to SharePoint Online.	Start time:	2018-11-06 10:37 (UTC)
<b>Latest message:</b>	Title: Can't access SharePoint		
	User Impact: Users may be unable to sign in to SharePoint Online.		
	Current status: While the remaining affected downstream infrastructure automatically syncs, we're forcing a sync manually on primary authentication components to expedite recovery. Users will start to see access restored once the fix reaches their infrastructure.		
	Scope of impact: Any user signing in to SharePoint may experience sign-in errors.		
	Start time: Tuesday, November 6, 2018, at 7:45 AM UTC		
	Preliminary root cause: Directory services were advertising the incorrect time, preventing infrastructure downstream of the directory services from synchronizing time correctly. The consequent time mismatch caused SharePoint Online authentication services to reject sign-in requests.		
	Next update by: Tuesday, November 6, 2018, at 4:30 PM UTC		

### UPDATE Tues 6 Nov 2018 at 1620 hours - issue reported as remediated by MS, we will continue to monitor

**Status:** Restoring service Updated: 2018-11-06 16:18 (UTC)

**User impact:** Users may have been unable to sign in to SharePoint Online. Start time: 2018-11-06 10:37 (UTC)

**Latest message:** Title: Can't access SharePoint

User Impact: Users may have been unable to sign in to SharePoint Online.

Final status: We've completed the manual sync work on the primary authentication components, monitored the service and have confirmed that impact has been remediated.

Scope of impact: Any user signing in to SharePoint may have experienced sign-in errors.

Start time: Tuesday, November 6, 2018, at 7:45 AM UTC

End time: Tuesday, November 6, 2018, at 1:00 PM UTC

Preliminary root cause: Directory services were advertising the incorrect time, preventing infrastructure downstream of the directory services from synchronizing time correctly. The consequent time mismatch caused SharePoint Online authentication services to reject sign-in requests.

Next steps:  
- We're reviewing diagnostic logs to understand why directory services was advertising a bad timestamp.

We'll publish a post-incident report within five business days.

112

**O365 SharePoint and OneDrive**

All users

**On Monday 22 October 2018 at 2010 hours** our monitoring indicated problems with slow response when trying to access college resources in SharePoint  
This was related to a Microsoft incident **SP151830**

SP151830 - Delays or problems loading SharePoint Online sites or OneDrive fo... ✕

**Status:** Updated: 2018-10-22 21:22 (UTC)

**User impact:** Users may have experienced intermittent delays or navigation errors when accessing SharePoint sites or OneDrive content. Start time: 2018-10-22 07:48 (UTC)

**Latest message:** Title: Delays or problems loading SharePoint Online sites or OneDrive for Business End time:

User Impact: Users may have experienced intermittent delays or navigation errors when accessing SharePoint sites or OneDrive content.

**UPDATE Tues 23 Oct 2018 at 0915 hours** - The problem continues and no includes timeouts when trying to open and save documents within these areas

**UPDATE Tues 23 Oct 2018 at 1315 hours** - Ticket raised with MS #11844977 requesting further support

**UPDATE Tues 23 Oct 2018 at 1515 hours** - performance issues accessing sites returning to normal, we will continue to monitor


**UPDATE Tues 23 Oct 2018 at 1730 hours** - service returned to normal

111

**Athens authentication**

Users using Athens gateway

**On Mon 1 Oct 2018 at 1450 hours** our monitoring indicated problems with the Athens authentication gateway that protects online resources, this was confi

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**Investigating** - We are currently investigating an issue with a number of our services.

Select incident title for further details.  
Oct 1, 14:50 BST

☐ **Authentication Services**

- Single Sign-On service Major Outage
- MyAthens user portal Major Outage
- Self-registration service Operational
- Managed Proxy service Major Outage

**UPDATE Mon 1 Oct 2018 at 1715 hours** - Eduserv have applied a fix and systems are recovering, we will continue to monitor

**UPDATE Tues 2 Oct 2018 at 0715 hours** - service now stable

110 **Power failure** Users in Rose Theatre and Cafe  
**On Fri 7 Sept 2018 at 0917 hours** monitoring reported loss of connectivity to all voice and data devices located within the Rose Theatre building. Further inv switch connecting to other buildings on campus  
**UPDATE Fri 7 Sept 2018 at 0945 hours** - the power was restored to the data cabinet but further problems when trying to power on the data switch - a repla  
**UPDATE Fri 7 Sept 2018 at 1150 hours** - the power supply was replaced and the switch powered on and repatched. All systems returned to normal operat

109 **O365 shared areas and email** user based in USA  
**On Tues 4 Sept 2018 at 1115 hours** monitoring reported that access to O365 shared areas and email was failing in the US continent

Location	RBC Status
Atlanta	OK
Boston	OK
Chicago	OK
Dallas	OK
Denver	OK
Frankfurt	OK
Hong Kong	OK
Johannesburg	OK
London	OK
Madrid	OK
Mumbai	OK
New York	OK
Paris	OK
Sao Paulo	OK
Seattle	OK
Singapore	OK
Sydney	OK
Tokyo	OK
Washington	OK

**UPDATE 4 Sept 2018 at 1400 hours** : Microsoft advised known incident MO147606 is the cause

**MO147606 - Unable to access Office365 services**

**Status:** Service degradation Updated: 2018-09-04 13:06 (UTC)

**User impact:** Users may be unable to authenticate or connect to the Office 365 service. Start time: 2018-09-04 12:52 (UTC)

**Latest message:** Title: Unable to access Office365 services

User Impact: Users may be unable to authenticate or connect to the Office 365 service.

Current status: We've determined that a data center issue caused a subset of the Office 365 service to become degraded. We're connecting some of the affected services to an alternate infrastructure, while remediating the underlying issue within the datacenter.

Scope of impact: Impact is specific to a subset of users who are served through the affected infrastructure.

Start time: Tuesday, September 4, 2018, at 9:09 AM UTC

Preliminary root cause: A data center issue caused a subset of the Office 365 service to become degraded.

Next update by: Tuesday, September 4, 2018, at 2:30 PM UTC

**UPDATE 4 Sept 2018 at 1530 hours** : Microsoft advised further details of symptoms

**MO147606 - Unable to access Office365 services**

**Status:** Service degradation Updated: 2018-09-04 14:24 (UTC)

**User impact:** Users may be unable to access or use some features within the Office 365 service. Start time: 2018-09-04 12:52 (UTC)

**Latest message:** Title: Unable to access Office365 services

User Impact: Users may be unable to access or use some features within the Office 365 service.

More info: Users who are able to access the service may experience the following behavior:  
Exchange – Some users may be unable to access Outlook on the web. Email access through other protocols may be unaffected.  
Power BI – Users may receive "Server unavailable" error or may be unable to log in.  
SharePoint – Users may experience latency and stale search results. Further details on SharePoint mitigation can be found under the S# SP147560.  
Microsoft Teams – Users may be unable to access Office documents within Teams.  
Intune – Affected users may be unable access the Intune portal or other functionality.

Current status: We're continuing to connect the affected services to an alternate infrastructure, while remediating the underlying issue within the datacenter.

Scope of impact: This issue could potentially affect any of your users who are hosted out of the San Antonio data center. Impact is specific to a subset of users who are served through the affected infrastructure.

Start time: Tuesday, September 4, 2018, at 9:09 AM UTC






































































Preliminary root cause: A data center issue caused a subset of the Office 365 service to become degraded.

Next update by: Tuesday, September 4, 2018, at 4:30 PM UTC

**UPDATE 4 Sept 2018 at 1630 hours** : Monitoring reporting services returning to normal

Location	RBC Status
Atlanta	OK
Boston	OK
Chicago	OK
Dallas	OK
Denver	OK
Frankfurt	OK
Hong Kong	OK
Johannesburg	OK
London	OK
Madrid	OK
Mumbai	OK
New York	OK
Paris	OK
Sao Paulo	OK
Seattle	OK
Singapore	OK
Sydney	OK
Tokyo	OK
Washington	OK

108	<b>O365 shared areas</b>	all users of shared areas	<p><b>On Thurs 30 Aug 2018 at 0810 hours</b> users started to report issues accessing O365 sharepoint sites (shared areas), somtimes they got in but mostly acce authentication issue as no other services effected</p> <p><b>UPDATE 30 Aug 2018 at 1000 hours</b> : Microsoft advised known issue <b>SP147225</b> is the cause</p> <div data-bbox="399 233 972 732" style="border: 1px solid black; padding: 5px;"> <p>SP147225 - Delays or problems loading SharePoint Online sites or OneDrive for B...</p> <p><b>Status:</b> Service degradation Updated: 2018-08-30 08:00 (UTC)</p> <p><b>User impact:</b> Users may experience intermittent delays or navigation errors when accessing SharePoint sites or OneDrive content. Start time: 2018-08-28 08:51 (UTC)</p> <p><b>Latest message:</b>  Title: Delays or problems loading SharePoint Online sites or OneDrive for Business  User Impact: Users may experience intermittent delays or navigation errors when accessing SharePoint sites or OneDrive content.  More info: Users may experience degraded performance with their OneDrive sync clients while our mitigation steps are being applied.  Current status: We're continuing to proactively optimize the service load and fine tune performance, which has been effective in improving user experiences. We'll continue these measures until service health is fully restored.  Scope of impact: This issue could potentially impact any of your users who are routed through the affected infrastructure.  Preliminary root cause: A subset of SQL database infrastructure is degraded, creating latency within the SharePoint Online service.  Next update by: Thursday, August 30, 2018, at 5:00 PM UTC</p> <p>Rate the accuracy and usefulness of information in this post: ☆☆☆☆☆</p> <p>Message history</p> <p>Title: Delays or problems loading SharePoint Online sites or OneDrive for Business <span style="color: red;">Need help?</span> 2018-08-30 08:00 (UTC)</p> </div> <p><b>UPDATE 30 Aug 2018 at 1300 hours</b> : Escolated with Microsoft #1276633</p> <p><b>UPDATE 30 Aug 2018 at 1345 hours</b> : Intermittent access restored but currently running very slow</p> <p><b>UPDATE 30 Aug 2018 at 1435 hours</b> : MS confirm our tenancy is effected by service incident SP147225 with no ETA to fix yet</p> <p><b>UPDATE 30 Aug 2018 at 1730 hours</b> : Mitigation by MS being applied and stability and response times have improved, still awaiting further confirmation of</p> <p><b>UPDATE 31 Aug 2018 at 0630 hours</b> : Ongoing recovery of service by MS, still at risk but monitoring indicates stable access and responsive over the past</p> <p><b>UPDATE 31 Aug 2018 at 1630 hours</b> : MS confirm service restored and issue closed - more details <a href="#">Known issues</a></p>
107	<b>Server failure</b>	all users	<p><b>On Sat 18 Aug 2018 at 1140 hours</b> one of the hypervisor nodes failed due to corruption during a routine update window, this resulted in all hypervisor hosts node</p> <p><i>The impact is the loss of resilience and load blancing across multiple systems and services, which may result in certain services being slower to respond an</i></p> <p><b>UPDATE Mon 20 Aug 2018 at 0630 hours</b>: recovery of the failed hypervisor node OS was completed and fully tested so starting the rebuild of the cluster d</p> <p><b>UPDATE Mon 20 Aug 2018 1940 hours</b>: rebuild of cluster drives complete and sync across nodes active. Normal HA cluster operations resumed</p>

106	<b>VLE down</b>	all users accessing VLE	<p>On <b>Tues 7 August 2018 at 1320 hours</b> monitoring should loss of access from multiple locations. Cause currently being investigated</p> <table border="1" data-bbox="399 174 1131 674"> <thead> <tr> <th>TIME</th> <th>TIME (REL.)</th> <th>RESPONSE TIME</th> <th>LOCATION</th> </tr> </thead> <tbody> <tr><td> 07/08/2018 13:26:43</td><td>1m ago</td><td></td><td> Chicago, IL</td></tr> <tr><td> 07/08/2018 13:25:43</td><td>2m ago</td><td></td><td> Strasbourg 5, France</td></tr> <tr><td> 07/08/2018 13:24:43</td><td>3m ago</td><td></td><td> Vienna, Austria</td></tr> <tr><td> 07/08/2018 13:23:43</td><td>4m ago</td><td></td><td> London 3, UK</td></tr> <tr><td> 07/08/2018 13:22:43</td><td>5m ago</td><td></td><td> Washington 2, DC</td></tr> <tr><td> 07/08/2018 13:21:43</td><td>6m ago</td><td></td><td> Chicago 2, IL</td></tr> <tr><td> 07/08/2018 13:21:14</td><td>7m ago</td><td></td><td> Toronto, Canada</td></tr> <tr><td> 07/08/2018 13:20:43</td><td>7m ago</td><td></td><td> Phoenix 2, AZ</td></tr> <tr><td> 07/08/2018 13:19:43</td><td>8m ago</td><td>768 ms</td><td> Madrid, Spain</td></tr> <tr><td> 07/08/2018 13:18:43</td><td>9m ago</td><td>1,797 ms</td><td> Las Vegas 4, NV</td></tr> </tbody> </table> <p><b>Update 7 Aug 2018 at 1340 hours</b> VLE monitoring reporting back online</p> <table border="1" data-bbox="399 737 1269 1060"> <thead> <tr> <th></th> <th>FROM</th> <th>TO</th> <th>DURATION</th> </tr> </thead> <tbody> <tr> <td></td> <td>07/08/2018 13:38:43</td> <td>07/08/2018 13:38:43</td> <td>None</td> </tr> <tr> <td></td> <td>07/08/2018 13:20:43</td> <td>07/08/2018 13:38:43</td> <td>18 minutes</td> </tr> <tr> <td></td> <td>31/07/2018 13:00:00</td> <td>07/08/2018 13:20:43</td> <td>7 days</td> </tr> </tbody> </table> <p><b>Update 8 Aug 2018 at 0700</b> no further issues logged</p>	TIME	TIME (REL.)	RESPONSE TIME	LOCATION	 07/08/2018 13:26:43	1m ago		 Chicago, IL	 07/08/2018 13:25:43	2m ago		 Strasbourg 5, France	 07/08/2018 13:24:43	3m ago		 Vienna, Austria	 07/08/2018 13:23:43	4m ago		 London 3, UK	 07/08/2018 13:22:43	5m ago		 Washington 2, DC	 07/08/2018 13:21:43	6m ago		 Chicago 2, IL	 07/08/2018 13:21:14	7m ago		 Toronto, Canada	 07/08/2018 13:20:43	7m ago		 Phoenix 2, AZ	 07/08/2018 13:19:43	8m ago	768 ms	 Madrid, Spain	 07/08/2018 13:18:43	9m ago	1,797 ms	 Las Vegas 4, NV		FROM	TO	DURATION		07/08/2018 13:38:43	07/08/2018 13:38:43	None		07/08/2018 13:20:43	07/08/2018 13:38:43	18 minutes		31/07/2018 13:00:00	07/08/2018 13:20:43	7 days
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	31/07/2018 13:00:00	07/08/2018 13:20:43	7 days																																																												
105	<b>Primary server room failure</b>	all users	<p>On <b>Sun 27 May 2018 at 1730 hours</b> the two AC units in the primary server failed resulting in an uncontrolled increase in room temperature. This reached critical and services located in the server room failed</p> <p><b>Update 27 May at 1815 hours:</b> all remaining services and systems were shutdown, the AC units were power cycled and server room vented</p> <p><b>Update 27 May 1900 hours:</b> a temporary AC unit was installed to allow some systems to be restarted</p> <p><b>Update 27 May 1935 hours:</b> identified failed hardware and started backup restore of systems</p> <p><b>Update 27 May 2005 hours:</b> key authentication, email and DNS systems back online</p> <p><b>Update 27 May 2110 hours:</b> restore of primary key systems complete and services back online but with no redundancy</p> <p><b>Update 28 May 0830 hours:</b> confirmed temporary AC in server room holding and no further failures</p> <p><b>Update 28 May 1600 hours:</b> confirmed temporary AC in server room holding and no further failures</p> <p><b>Update 29 May 0830 hours:</b> key secondary systems brought back online as temp AC still holding</p> <p><b>Update 30 May 0700 hours:</b> still awaiting fix/replacement of broken AC unit, as result all third level systems remain off-line which includes DA, wireless, SQ WDS, RDP and all resilient systems. No current ETA to fix</p> <p><b>Update 31 May 0700 hours:</b> awaiting installation of temporary hire AC units later today</p> <p><b>Update 31 May 1130 hours:</b> BYOD wireless service restored</p> <p><b>Update 31 May 1730 hours:</b> hired AC unit installed, all third level systems/services now back online, risk level changed from critical/red to warning/yellow</p> <p><b>Update 20 June 1130 hours:</b> failed AC unit replaced and server room returned to normal operations</p>																																																												

104 **Global transit links across JaNET** all users

On **Tues 8 May 2018 at 0818 hours** the global transit providers out of the JaNET network went off line

External	Status	Last Change
GTT via London HX	<b>Down</b>	Down since 08/05/2018 08:18 BST
GTT via London TN	<b>Down</b>	Down since 08/05/2018 08:18 BST
GTT via Manchester KH	<b>Down</b>	Down since 08/05/2018 08:18 BST
Private Peering with China Telecom	<b>Down</b>	Down since 08/05/2018 08:18 BST
TeliaSonera (Global Transit) via HX	<b>Down</b>	Down since 08/05/2018 08:21 BST
TeliaSonera (Global Transit) via THN	<b>Down</b>	Down since 08/05/2018 08:18 BST

This result in loss of internet access to certain parts of the world and also effecting external users trying to access services on campus

**UPDATE 8 May at 0935 hours;** services returned to normal

103 **MyAthens login error** Users trying to access MyAthens

On **20 March 2018 at 0345 hours** our monitoring reported problems accessing the **myAthens** home page after logging in openAthens - returns a **HTTP 500**

This error was logged with **EduServ** as it seems to only affect accessing the myAthens site not authentication or resources

**UPDATE 20 March at 1100 hours** - site back online

102 **Problems accessing college resources off campus** Users based in USA and Australia

On **20 March 2018 at 0738 hours** our external monitoring report problems with users accessing college web resources from locations in the USA and Austr

Hostname	Nr	Loss %	Best	Avg	Worst	Last Error
9-79-162-69.static.reverse.lstn.net[69.162.79.9]	1	0%	0	0.0	0	
te3-3.core1.bdr2.dl1stx3.dallas-idc.com[208.115.192.57]	2	0%	0	0.0	0	
172.22.1.13	3	0%	0	1.8	3	
dls-b21-link.telia.net[213.248.67.250]	4	0%	0	0.3	1	
atl-b22-link.telia.net[80.91.246.74]	5	0%	18	20.0	24	
ash-bb3-link.telia.net[62.115.125.190]	6	0%	29	30.8	33	
ldn-bb3-link.telia.net[80.91.246.69]	7	0%	107	112.3	123	
ldn-b4-link.telia.net[62.115.124.203]	8	0%	107	111.3	117	
jjscic-318433-ldn-b3.c.telia.net[62.115.148.159]	9	0%	106	106.0	106	
ae24.londhx-sbr1.ja.net[146.97.35.197]	10	0%	107	111.0	123	
ae29.londpg-sbr2.ja.net[146.97.33.2]	11	0%	108	108.0	108	
No response from host	12	100%	*	*	*	ICMP error: 410 Request timeout.

Resolving from Dallas[69.162.81.155] to 194.83.197.30 (07:40:38 - 07:40:54) [Show Trace Map](#)

Device	Amste
adfs.bruford.ac.uk	161
beatrice-DNS	11
confluence	1366
DNS blacklist	1323
DORIS	520
iCal Feed Registration	7933
MyAthens	
O365-ADFS-OWA-Rich	41953
portal.bruford.ac.uk	159
prtj.bruford.ac.uk	285
PSEBS	948
theatrefutures.org.uk	6885
vle.bruford.ac.uk	2755
webmail.bruford.ac.uk (Async)	84359
webmail.bruford.ac.uk (HTTPS)	226
WEEMAIL-Basic	4999
WEEMAIL-Rich	25394
webprint.bruford.ac.uk	270
WPM	2019
www.bruford.ac.uk	3724

Refreshed 3/20/2018 8:24:56 AM

This has been logged with JaNET

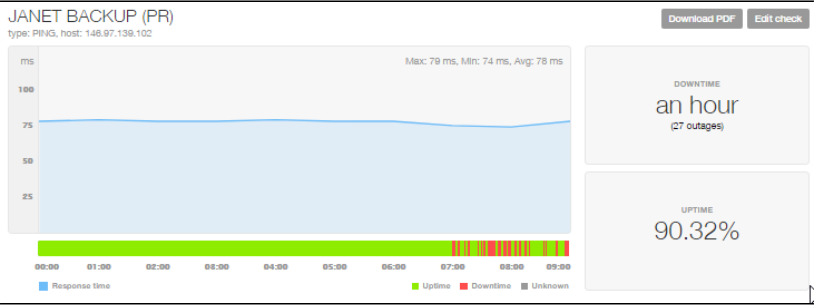
**UPDATE : 20 March at 0900 hours** - JaNET confirm routing problems **#TT180695**

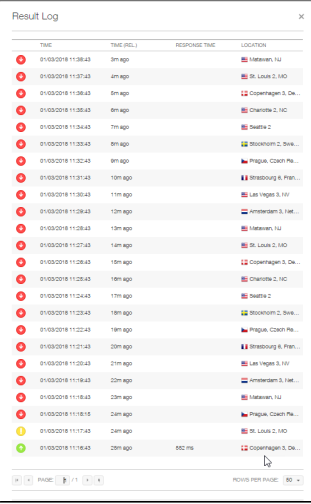
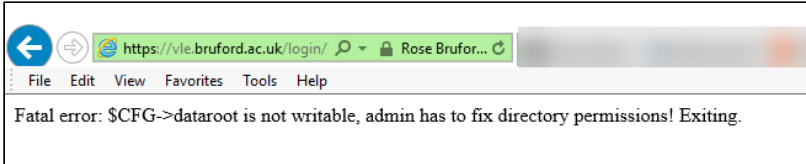
**UPDATE : 20 March at 0930 hours** - routing issue resolved and services are returning to normal

Device	Amster...	AWS U...	Brisbane	Buenos...	Copenh...	Dallas	Denver	F
adfs.bruford.ac.uk	180	720	2551	5750	266	714	978	2
beatrice-DNS	11	78	307	224	21	111	116	1
confluence	1366	2409	5764	7065	1165	2375	3149	2
DNS blacklist	1323	1373	6270	9943	3170	5357	2100	1
DORIS	481	1038	2863	4348	495	1238	1280	8
iCal Feed Registration	1771	3112	5752	8014	1533	3132	4198	2
MyAthens								
O365-ADFS-OWA-Rich	41953	45913	52320		39012	43821	52007	4
portal.bruford.ac.uk	150	597	2600	2068	238	1011	967	1
prtj.bruford.ac.uk	279	1532	5608	4368	495	2271	2193	6
PSEBS	926	1173	3703	4177	4386	1535	1594	2
theatrefutures.org.uk	6885	8036	7294	12355	7494	8776	6750	8
vle.bruford.ac.uk	2755	3609	11631	12309	2312	5075	5441	4
webmail.bruford.ac.uk (Async)	84359	6344	8770	103665	72375	6594	88276	5
webmail.bruford.ac.uk (HTTPS)	339	807	3114	2340	281	1122	993	2
WEEMAIL-Basic	4999	6898	15627	21526	3516	7502	8330	1
WEEMAIL-Rich	25394	24674	45413	77336	17110	25596	31340	2
webprint.bruford.ac.uk	218	688	2624	2461	338	997	868	2
WPM	2019	3621	8752	6880	2236	3627	5070	3
www.bruford.ac.uk	3724	3649	12628	13472	2391	5244	5960	5

Refreshed 3/20/2018 9:48:24 AM



101	JaNET link issues	redundant systems	<p>On 6 March 2018 at 0700 hours our external monitoring reported intermittent problems with our resilient JaNET link via PR</p>  <p>A ticket was raised with JaNET Operations #180634</p> <p><b>UPDATE : 6 March at 0900 hours</b> - advised routing/resolver issue in core network which is spreading to other network services</p> <p><b>UPDATE : 6 March at 0930 hours</b> - effecting external peering on core network which is effecting on campus services</p> <table border="1" data-bbox="402 617 1000 957"> <thead> <tr> <th>External</th> <th>Status</th> <th>Last Change</th> </tr> </thead> <tbody> <tr><td>Amazon via THN (*)</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> <tr><td>BUC IASD London via THN</td><td>Down</td><td>Down since 05/03/2018 09:29 GMT</td></tr> <tr><td>Facebook via THN</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> <tr><td>London Internet Exchange (Irocade) via THN</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> <tr><td>Private peering with Akamai via TH</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private peering with BUC via TH</td><td>Down</td><td>Down since 05/03/2018 09:29 GMT</td></tr> <tr><td>Private peering with Rogers Ltd</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private peering with Collocum</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private peering with Kooty Inc via TH (1)</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> <tr><td>Private peering with i-caly Inc via TH (2)</td><td>Down</td><td>Down since 05/03/2018 09:29 GMT</td></tr> <tr><td>Private peering with Irocade via TH</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private peering with Linnelight Networks via TH (2)</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private Peering with Microsoft THN (1) (*)</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> <tr><td>Private Peering with Microsoft THN (2) (*)</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Private peering with Simplecast Business</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Redwire Solutions Ltd via THN</td><td>Down</td><td>Down since 05/03/2018 09:35 GMT</td></tr> <tr><td>Vokrost Solutions via TH</td><td>Down</td><td>Down since 05/03/2018 09:34 GMT</td></tr> </tbody> </table> <p><b>UPDATE : 6 March at 1100 hours</b> - JaNET advised that the issue experienced this morning was due to a corrupted forwarding table in a router within Teler</p>	External	Status	Last Change	Amazon via THN (*)	Down	Down since 05/03/2018 09:34 GMT	BUC IASD London via THN	Down	Down since 05/03/2018 09:29 GMT	Facebook via THN	Down	Down since 05/03/2018 09:34 GMT	London Internet Exchange (Irocade) via THN	Down	Down since 05/03/2018 09:34 GMT	Private peering with Akamai via TH	Down	Down since 05/03/2018 09:35 GMT	Private peering with BUC via TH	Down	Down since 05/03/2018 09:29 GMT	Private peering with Rogers Ltd	Down	Down since 05/03/2018 09:35 GMT	Private peering with Collocum	Down	Down since 05/03/2018 09:35 GMT	Private peering with Kooty Inc via TH (1)	Down	Down since 05/03/2018 09:34 GMT	Private peering with i-caly Inc via TH (2)	Down	Down since 05/03/2018 09:29 GMT	Private peering with Irocade via TH	Down	Down since 05/03/2018 09:35 GMT	Private peering with Linnelight Networks via TH (2)	Down	Down since 05/03/2018 09:35 GMT	Private Peering with Microsoft THN (1) (*)	Down	Down since 05/03/2018 09:34 GMT	Private Peering with Microsoft THN (2) (*)	Down	Down since 05/03/2018 09:35 GMT	Private peering with Simplecast Business	Down	Down since 05/03/2018 09:35 GMT	Redwire Solutions Ltd via THN	Down	Down since 05/03/2018 09:35 GMT	Vokrost Solutions via TH	Down	Down since 05/03/2018 09:34 GMT
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Vokrost Solutions via TH	Down	Down since 05/03/2018 09:34 GMT																																																							
100	Power loss	none	<p>On 3 March 2018 at 0054 hours the campus UPS devices switched to battery operation until 0104 hours</p> <p>No disruption to live services during this period recorded and further information as to cause requested from Estates</p>																																																						

99	VLE down	all users of vle.bruford.ac.uk	<p>On 1 March 2018 at 1117 hours our monitoring reported that vle.bruford.ac.uk was not responding and further investigation confirmed the outage from m Digital (ULCC)</p>  <p><b>UPDATE : 1 March at 1150 hours - ULCC confirm power outage at data centre, no time to fix given</b></p> <p><b>UPDATE : 1 March at 1210 hours - website now responsive to requests but returning an error</b></p>  <p><b>UPDATE : 1 March at 1230 hours - CoSector Digital (ULCC) confirmed power restored but now in recovery mode for the next few hours until normal sen</b></p> <p><b>UPDATE : 1 March at 1645 hours - confirmed vle.bruford.ac.uk back online</b></p>
98	AC failure	on campus services	<p>On 22 Feb 2018 at 0040 hours the AC unit in server room two failed which has resulted in the shut down of systems running in this room - primary affected systems should be considered 'at-risk' until further notice</p> <p><b>UPDATE : 22 Feb at 0700 hours - Estates dept. notified of failure</b></p> <p><b>UPDATE : 27 Feb at 0700 hours - No change still awaiting fix for failures</b></p> <p><b>UPDATE : 5 March at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 12 March 0800 hours - engineer onsite investigating the failure</b></p> <p><b>UPDATE : 19 March at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 26 March at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 2 April at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 9 April at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 16 April at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 23 April at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 30 April at 0700 hours - No change, still awaiting fix for failure</b></p> <p><b>UPDATE : 3 May at 1130 hours - AC unit fixed in C120, waiting for temperature to stabilise over the next 24 hours</b></p> <p><b>UPDATE : 8 May at 0700hours - AC unit fixed in C120, all services/systems back online</b></p>

97	<b>Compromised website - vle.bruford.ac.uk</b>	All visitors of VLE	<p>On <b>11 Jan 2018 at 1030</b> hours CSIRT notified us of a possible website compromise</p> <p><b>[JANET_CSIRT #1624173] Possible webserver compromise</b></p> <p>&gt; Google detected 4 suspicious URLs (space inserted to prevent accidental clicking in case your email client auto-links URLs):</p> <ul style="list-style-type: none"><li>&gt; <a href="http://vle.bruford.ac.uk/mod/url/view.php?REDACTED">http://vle.bruford.ac.uk/mod/url/view.php?REDACTED</a> (128.86.140.93)</li><li>&gt; <a href="http://vle.bruford.ac.uk/mod/url/view.php?REDACTED">http://vle.bruford.ac.uk/mod/url/view.php?REDACTED</a> (128.86.140.93)</li><li>&gt; <a href="https://vle.bruford.ac.uk/mod/url/view.php?REDACTED">https://vle.bruford.ac.uk/mod/url/view.php?REDACTED</a> (128.86.140.93)</li><li>&gt; <a href="https://vle.bruford.ac.uk/mod/url/view.php?REDACTED">https://vle.bruford.ac.uk/mod/url/view.php?REDACTED</a> (128.86.140.93)</li></ul> <p><a href="https://transparencyreport.google.com/safe-browsing/search?url=http:%2F%2Fvle.bruford.ac.uk%2Fmod%2Furl%2Fview.php">https://transparencyreport.google.com/safe-browsing/search?url=http:%2F%2Fvle.bruford.ac.uk%2Fmod%2Furl%2Fview.php</a></p> <p><b>Update : 11 Jan at 1230 hours</b> - confirmed scan status also at WebsecurityGuard</p> <div data-bbox="399 422 1110 575" style="border: 1px solid black; padding: 5px;"> <b>Google Safe Browsing : This site is not safe.</b></div> <div data-bbox="423 516 467 558" style="display: inline-block; vertical-align: top; margin-right: 10px;"></div> <b>WebsecurityGuard: This site is not safe.</b>
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