

Incident report Friday 21st of October

There was a massive DDoS attack against DynDNS, the internet directory:

<http://www.bbc.com/news/technology-37728015>

This caused major problems for many the biggest sites in the world such as Twitter, Paypal, Reddit, Spotify and many thousands of others.

We also had issues during Friday. At first it slowed our report generation process, which we managed to work around by changing to our backup DNS-vendor for all internal traffic, but from approximately 17:50 CET there were severe difficulties accessing all of our systems (even www.orkund.com) via our API and also via mail. The issues depended on where in the world users were located and which internet provider was used. The backend systems worked fine during the period problems occurred. At approximately 21:00 CET, the issues were solved by DYN and we were up and running at full capacity (although individual users could still have had problems due to DNS-cache issues).

From our statistics, we can see a dip in incoming documents during the time period above but it then peaked the hour after which indicates that most of our integration partners and different email systems managed to resend documents automatically when there were connection errors on the first attempt(s).

Our customers can still experience delays in report delivery. It might be possible that some documents did not manage to reach us.

We will rerun a number of documents where we have error codes from yesterday and we kindly ask all our integration partners and customers to wait until Monday and before trying to fetch results from documents with error codes again. If you sent in a document via email and did not receive a confirmation back, please send it again.

As part of our standard practice in such situations, we shall analyse this to see if there are things we can do differently to prevent issues like this happen in the future but unfortunately this kind of major attack shows the vulnerability of global internet infrastructure

We are very sorry for the inconvenience and wish everyone a good weekend.

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