

April, 3rd 2017

SPMP System degradation due to DNS server crash

SPMP would like to issue an Incident report after a serious disruption to their ICT services over the weekend.

The DNS server crashed between Friday, 31st March 2017 and Sunday the 2nd April 2017.

The cause of the crash was a failure in the automatic renewal of the DNS within the DNS service provider's system. This led to the website and email administration services failing, therefore mail sent to the SPMP team were returned to the sender by the mail exchange systems, with an error highlighting

When Office 365 tried to send the message, an email server outside of Office 365 returned the "Reported Error" shown below. This error indicates that the Domain Name System (DNS) mail exchanger (MX) record, A record, or AAAA record for spmp.co.om doesn't exist or isn't set up correctly

The SPMP ICT technical team, have worked with the service provider to resolve the issue, returning all services back to normal

Thank you for your patience and understanding

Yours faithfully

Emin Eyi
Chief Executive Officer