

# Non-Security Incident Report

On Tuesday, January 23, 2024, email was sent to the eduroam-admins list reporting “several failed proxy requests”, all against TLRS1, and the appearance of unusual messages in the server logs of at least 2 eduroam subscribers. The unusual behavior had begun around 11:00am CST.

The unusual errors were of the form:

*Tue Jan 23 11:35:55 2024 : Proxy: Marking home server 163.253.31.2 port 1812 as zombie (it has not responded in 30.000000 seconds)."*

The home server IP address above corresponds to the TLRS1 national eduroam proxy.

Examination of the logs on TLRS1 showed that the TLRS1 proxy was having difficulty reaching an unusually high number of IDP servers. The TLRS1 logs were also showing some resource exhaustion, related to the large number of unreachable servers.

In an effort to restore normal service as quickly as possible, the TLRS1 servers were rebooted between 3:09pm CST and 3:18pm CST, with connections being fully drained before the reboot, such that any in-progress connectivity would not have been affected. The person who originally reported the problem on the eduroam-admins list then reported that the incident had been corrected by 3:20pm CST.

Further investigation indicated that the TLRS1 servers were behaving normally throughout this period, other than being unable to reach an unusually high number of IDP servers. TLRS1 was able to reach most IDPs, though, and was proxying requests to those IDPs, as usual. The most likely explanation for these symptoms is a transient network connectivity issue between TLRS1 and some portion of the Internet containing the affected sites.

Although there were some failed proxy attempts, and some eduroam hotspots were unable to reach TLRS1, there should have been little or no end-user impact at sites with both TLRS1 and TLRS2 configured, as those sites would fail over to TLRS2 after discovering that TLRS1 was not responding. Affected sites with only TLRS1 configured may have seen intermittent eduroam service during this period.