

# Incident Report

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Incident Title: Exchange 2010 and Open-Xchange certificate issue

Incident Report Author:

Issue Date: 20/06/17

Incident Log Number: 016

Severity Level: High

Incident Start Date & Time: 08/06/2017 01:00:00

Incident End Date & Time: 08/06/2017 11:00:00

Total Outage Duration: 11 hours

Affected Service(s): Exchange 2010 and Open-Xchange

Affected Partner(s): All partners with an Exchange 2010 and Open-Xchange subscription

## Incident Overview:

Several services were not working correctly due to the expiration of a certificate.

## Impact (“Street” Effect & SLA impact):

All customers with an Exchange 2010 and Open-Xchange subscription

## Root Cause Explanation

Due to the migration of services one of the service's SSL management was not properly identified and transferred to a new department. This led to the expiration of the certificate \*.luxcloud.net

## Long Term Solution:

The SSL management needs to be secured within the new department and will be monitored through the monitoring system.