



Reason for Outage (RFO), 2021-06-18 - Main SSL Configuration Outage

On 2021-06-18, at 2:45 PM, some websites across the main Pixelsilk SSL Configuration became unavailable and were receiving 400 Bad Request error messages.

Root cause analysis shows that a configuration value was changed, causing conflicts with the main Pixelsilk SSL proxy configuration.

Our team worked with our 3rd party vendor to troubleshoot the configuration issue and resolve the outage and bring the SNI configuration back online.

At this time, we do not have information regarding the root cause of the service outage. The vendor is working with development staff to pinpoint the cause.

Please know we take your website availability very seriously. When an outage occurs we do our best to analyze the root cause and take steps to prevent future instances to the best of our ability.

For additional information feel free to contact us. The network team can be reached at networkteam@smartz.com or 541-388-4398.

Sincerely,
Dylan Anderton
Network Engineering Team