

Good Evening,

My name is Stephen Weber, and I am the Vice President of TechServ. If you are receiving this email, it is because we have you listed as the primary contact for an organization that uses our web and file hosting service at TechServ.

As you may have noticed, this service became unavailable yesterday afternoon, and it continues to be unavailable at this time. This is an unplanned outage, but the reason for it is not new to us.

Yesterday afternoon, we were informed by Drexel IRT that our network connection to Drexel's network service had been suspended due to an automated detection of a security breach. While this is our first incident in 2015, it is not the first of its kind within the last 365 days for us. This is something both we at TechServ and Drexel's IRT department take very seriously, and our extended downtime is a result of that.

While we are currently working around the clock to get this resolved, I unfortunately cannot provide an estimate as to when services will be fully restored at this time. Upon conducting our own internal security audit, we found several areas where we could do better, and we are dedicated to doing so. Ultimately, this means we will be starting over with our server.

So, how will this affect you? First off, your data is safely backed up, and we will be manually be restoring all sites on an individual basis. However, upon restoration, any outstanding updates that need to be installed for your site - if you are using Wordpress - will be forcefully installed. This means all sites running Wordpress will be updated to Wordpress 4.1. We will not provide support for sites running Wordpress 3.0, nor will we permit downgrading to it. This is non-negotiable and is part of our new security policy. Our new security policy also includes greater restrictions on network traffic coming to and going out of our server. This may result in some parts of your sites not functioning properly if you use plugins. If this is the case, please let us know. Furthermore, we will be auditing every single Wordpress plugin that is installed on our server, across all sites. Plugins with known security holes will be removed.

In addition to our new security policy, we will be implementing new monitoring tools that we will be using to keep a closer eye on things. These tools will allow us to detect issues sooner, and hopefully before they cause a degradation to or a complete loss of service.

If you have any questions, please feel free to reply directly to me, or you can reach my entire team by emailing [techserv@drexel.edu](mailto:techserv@drexel.edu).

On behalf of our Systems Administration department, I thank you for your patience and understanding while we work to restore service to you.