

# Incident handler's journal

<b>Date: 22-04-2020</b>	<b>Entry: 001</b>
<b>Description</b>	Users reported being unable to access the website <a href="http://www.yummyrecipesforme.com">www.yummyrecipesforme.com</a> . Network traffic analysis using tcpdump showed repeated DNS queries returning ICMP Port Unreachable errors from DNS server 203.0.113.2.
<b>Tool(s) used</b>	tcpdump Browser (for initial testing)
<b>The 5 W's</b>	<b>Who caused the incident?</b> Undetermined; likely an internal misconfiguration or service failure on DNS server 203.0.113.2.  <b>What happened?</b> DNS queries failed with ICMP “udp port 53 unreachable” errors, preventing clients from resolving the domain and reaching the website.  <b>When did the incident occur?</b> Initial issue reported and confirmed on 22-04-2020 at 13:24 local time.  <b>Where did the incident happen?</b> Affected DNS server: 203.0.113.2 — external resolver used by client-facing services.  <b>Why did the incident happen?</b> Possible DNS daemon crash, firewall misconfiguration, or port filtering on UDP 53.
<b>Additional notes</b>	Client impact was immediate; service degradation confirmed. Suggest adding a secondary DNS fallback and enabling health monitoring for DNS services. Further investigation required to confirm whether a firewall change or service crash occurred.