

## **ITSM Knowledge Context – Internal Use**

### **VPN Authentication Issues**

VPN failures after password resets are usually caused by cached credentials on VPN gateways. Clearing VPN cache and restarting services resolves most cases.

### **Kubernetes Performance Issues**

Latency spikes may occur on new Kubernetes clusters when autoscaling thresholds are too aggressive. Review HPA configuration and node CPU limits.

### **Oracle Database Timeouts**

Oracle DB timeouts have historically been caused by connection pool exhaustion. Increasing pool size and restarting services resolves the issue.

### **Email Sync Issues on VPN**

Outlook email sync problems over VPN are often related to DNS misconfiguration. Reset DNS and restart Outlook.

### **Known Limitation**

New middleware or undocumented services may not have known resolutions and should be escalated to L3 support.