

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.