

# VALERO

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**Report into the  
targeted shutdown of  
the Valero Support  
bot and the webhook  
pings in the main  
server and staff  
server.**

**Nate**

*Head Of Networking*

**VALERO**

# Webhook Pings.



When a staff member got fired due to causing external drama and tarnishing some of Valero's image in some areas of aviation.

If you were someone affected by this, rest assured that this does not reflect the rest of the staff at Valero and our main goals and values.

But, before his roles got removed in the Valero discord server he had grabbed 2 webhook links (1 in the staff server, and 1 in the main server) and started excessively pinging @everyone multiple times over.

This staff also sent racial slurs within the messages they sent, again this does not reflect the values of Valero and we are very sorry of the people that we offended by this.



We have since removed the webhooks from our server and we apologize to everyone who was on the server when this incident was ongoing. We assure you this will never happen again as we are now moving carefully with how we handle our webhooks.

We thank you for all of your cooperation on the matter.



**VALERO**

**The targeted  
shutdown of  
the Valero  
Support bot.**



Another staff member who worked in our Networking department who also got fired because of the drama had access to the main backend server of Valero hosting our staff panel and Valero Support bot. I was asleep when the firing of this person had happened so I could not stop them from turning off the Valero Support bot. I have now changed the password of the root user on this server, so they cannot log in to the server anymore.

I am working with professionals to update our procedures when using ssh and making a panel that limits access to the main backend server.

We apologize for any inconvenience caused because of the downtime of Valero Support.



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Thank you for taking the time to read this document outlining what has happened over the last 24-48 hours within Valero

We hope this never happens again.

Signed,

*Nate*

*Head Of Networking*