Incident Report: Internal Dashboard Unreachability

1. Verification of DNS Resolution

- Checked current DNS servers via /etc/resolv.conf.

- Queried DNS resolution for internal.example.com using internal DNS and Google Public DNS (8.8.8.8).

Commands Used:

cat /etc/resolv.conf

dig internal.example.com

dig @8.8.8.8 internal.example.com

Findings:

- Internal DNS resolution failed.

- 8.8.8.8 did not have any record (expected for internal domains).

2. Diagnosis of Service Reachability

- Attempted to ping the resolved IP address.

- Tested HTTP/HTTPS port connectivity.

- Checked server listening ports.

Commands Used:

ping <resolved-ip>

telnet <resolved-ip> 80

telnet <resolved-ip> 443

curl -v http://<resolved-ip>/

sudo netstat -tuln | grep ':80|:443'

sudo ss -tuln | grep ':80|:443'

Findings:

- IP address reachable via ping.

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- Ports 80 and 443 were not reachable externally.

- Web service was not listening properly.

3. Possible Causes Identified

DNS:

- Internal DNS server down

- Wrong DNS entries

- Misconfigured /etc/resolv.conf

- Firewall blocking DNS traffic

Network:

- Host IP changed without DNS update

- Server network misconfiguration

- Firewall blocking HTTP/HTTPS

Service:

- Web service down

- Web service bound to wrong interface

Client:

- Local DNS cache stale

4. Proposed Fixes and Confirmations

Various issues fixed using:

- Restarting DNS servers

- Correcting DNS records

- Fixing /etc/resolv.conf

- Adjusting firewall rules

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- Restarting web services (nginx/apache)

- Flushing client DNS caches

5. Final Recommendations

- Monitor DNS server uptime.

- Validate DNS records regularly.

- Implement service monitors (e.g., Prometheus, Zabbix).

- Review firewall rules periodically.

- Maintain network documentation.

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