Broadridge Financial Services – Prelim Postmortem Report

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| Incident # & Date | INC000003657887 & 14-Aug 2022 |
| Incident Summary | Secure file copy connection issues between Edgewood and Coppell |
| Cause of the Issue | Few of the application users are using **ssh-dss** public keys for password less authentication which is not supported by the open SSH 7 and above. Post OS Patch as OpenSSH got updated to 8.1 |
| Resolution Summary | Replaced the ssh-dss keys in authorized\_keys with **ssh-rsa** keys for the application users whoever are using ssh-dss keys |
| Timeline of the incident | 14-Aug 2022 09:30 – 15-Aug 2022 21:10 |
| Corrective/ Preventive Action | Application validation should be performed thoroughly during the change window |
| Configuration Item / Host name | cpppcuprtd01/ cpppcuprtd02 |
| Alert / Monitoring status | No such custom monitor was configured for access related issues |
| RCA Vendor (If any) | ***NA*** |