

Incident Report: DNS Service Unreachable

Date/Time of Incident: April 14, 2025, 13:24 to 13:28 (observed in packet logs) Reported by: Cybersecurity Analyst

Summary: Users attempting to access the client website www.yummyrecipesforme.com reported the error message: "destination port unreachable." Internal testing confirmed the issue. A packet capture using tcpdump revealed that the DNS query packets sent from the client device to the DNS server at IP 203.0.113.2 were not successfully processed.

Technical Findings:

DNS queries were sent over UDP port 53.

The DNS server at 203.0.113.2 responded with ICMP error messages stating "udp port 53 unreachable."

This indicates that no service was listening on UDP port 53 at the DNS server.

Conclusion: The root cause is a failure of the DNS service (port 53 UDP) on the DNS server 203.0.113.2. Without DNS resolution, clients cannot obtain the IP address for the target website, resulting in failure to load the page.

Next Steps:

Escalated to security engineers and IT operations for resolution of DNS service outage.

Recommended temporary switch to alternate DNS servers if applicable.