# JumpCloud Hash Test – Incident Report

The following issues were identified from the JumpCloud test executed on 11/27/2017.

1. Password hash server process is not restarted immediately after a shutdown is sent.

Severity: Serious

Description: When a server ‘shutdown’ is issued to the password hashing server, the hashing process should immediately perform a shutdown and should then be immediately restarted by the host server. This occurs correctly some of the time but usually takes somewhere between 10 and 30 minutes to actually restart. Each successive restart takes equally long for the server to begin accepting requests. When the server does immediately restart it is does so when very few post request and hash retrievals have occurred and this is always after the server has been inactive for a long period of time (probably 30 min). In other words, the server process seems to restart correctly when the host system has shut down the process and then restarted it to handle an inbound request.

1. An invalid hash is sometimes returned from the password hash server.

Severity: Critical

Description: The hash returned from the password hashing process is sometimes invalid for the password that it is supposed to belong to. It will match the hash of another password that was recently hashed by the server, so it is not just a random hash. This hash problem was identified by performing a hash within the test program that performs the same hashing methods used by the server.

This issue is not consistent and sometimes does not occur for a while. Shutting down the server process and restarting it will sometimes make this problem reoccur.