⚡ fleek

Report on Recent Outages - Fleek.co

Summary of outages this relates to

| Incident	Problem	Cause
February 14 2023 - 2:26 PM ET -4:32 PM ET	Customers in the US region reported cases of their sites being down.	Phishing related takedown on one of our load balancers
March 27 2023 - 4:48 pm ET - 5:40 pm ET	Customers in the US region reported cases of their sites being down.	Phishing related takedown on one of our load balancers

The Issue

In both reported incidents, some customers started reporting that their sites hosted via app.fleek.co weren't loading or were experiencing slow loading times. There were only a handful of affected customers, and the issue seemed to occur at random. As we later found out, these issues were limited to the US region.

Investigation

As usual, we began our investigation across our infrastructure setup for site hosting, with the 2 main points being Bunny CDN which is our underlying CDN provider, and our DigitalOcean Kubernetes cluster where we house our load balancers and IPFS nodes that Fleek sites rely on.

Bunny CDN confirmed things were okay on their end. In parallel, we were checking our DigitalOcean infrastructure and noticed that our US load balancer was not receiving traffic.
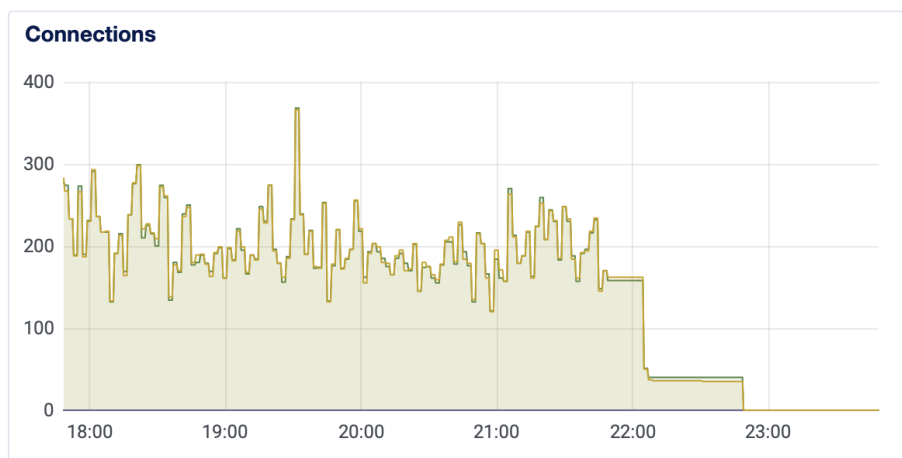
After looking further into it, we were not able to find any logs or indications of the issue behind this lack of traffic, but eventually we did find out that the US load balancer had been blocked off due to phishing-related complaints.

During the investigations, we enabled Bunny CDN Origin Shield so that users' sites can still work regardless of the load balancer being down.

We also redirected our DNS entry pointing to the load balancer to another load balancer temporarily.

Resolutions & Preventive Actions Taken

The main resolution is to improve our communication with Digital Ocean, and establish a clear and prompt takedown notice pipeline to ensure any submitted complaint has a clear and automated pathway towards us taking resolving actions, taking down any malicious site, and avoiding escalations that affect the broader platform.

We have also raised this situation with a Digital Ocean account manager so that we are better protected against this event in the future. We will work closer with Digital Ocean and all our providers to further harden our platform.

Furthermore, we now enabled the Bunny CDN Origin Shield on all sites, so that even if there are issues with the underlying infrastructure of our origins, customer sites will still be up across the globe.