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and research of John Greenewald, Jr., creator of:

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Central Intelligence Agency

Washington, D.C. 20505

20 March 2017

Mr. John Greenewald, Jr.
The Black Vault
[redacted]

Reference: F-2014-01934

Dear Mr. Greenewald:

This is a final response to your 1 July 2014 Freedom of Information Act (FOIA) request for **a copy of all records pertaining to the temporary problem that brought down the CIA's FOIA web site, including the ability to submit online FOIA requests, in June and July 2014.** We processed your request in accordance with the FOIA, 5 U.S.C. § 552, as amended, and the CIA Information Act, 50 U.S.C. § 3141, as amended.

We completed a thorough search for records responsive to your request and located 34 documents, consisting of 77 pages, which we can release in segregable form with deletions made on the basis of FOIA exemptions (b)(1) and/or (b)(3). Copies of the documents and an explanation of exemptions are enclosed. During our searches, we located additional material that was not originated by the CIA. The material appears to be relevant to your request and has been referred to the originating agency for review and direct response to you. Exemption (b)(3) pertains to information exempt from disclosure by statute. The relevant statutes are Section 6 of the Central Intelligence Agency Act of 1949, as amended, and Section 102A(i)(l) of the National Security Act of 1947, as amended. As the CIA Information and Privacy Coordinator, I am the CIA official responsible for this determination. You have the right to appeal this response to the Agency Release Panel, in my care, within 90 days from the date of this letter. Please include the basis of your appeal.

If you have any questions regarding our response, you may contact us at:

Central Intelligence Agency
Washington, DC 20505
Information and Privacy Coordinator
703-613-3007 (Fax)

Please be advised that you may seek dispute resolution services from the CIA's FOIA Public Liaison or from the Office of Government Information Services (OGIS) of the National Archives and Records Administration. OGIS offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. You may reach CIA's FOIA Public Liaison at:

703-613-1287 (FOIA Hotline)

The contact information for OGIS is:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road – OGIS
College Park, MD 20740-6001
202-741-5770
877-864-6448
202-741-5769 (fax)
ogis@nara.gov

Contacting the CIA's FOIA Public Liaison or OGIS does not affect your right to pursue an administrative appeal.

Sincerely,

Allison Fong
Information and Privacy Coordinator

Enclosures

Explanation of Exemptions

Freedom of Information Act:

(b)(1) exempts from disclosure information currently and properly classified, pursuant to an Executive Order;

(b)(2) exempts from disclosure information which pertains solely to the internal personnel rules and practices of the Agency;

(b)(3) exempts from disclosure information that another federal statute protects, provided that the other federal statute either requires that the matters be withheld, or establishes particular criteria for withholding or refers to particular types of matters to be withheld. The (b)(3) statutes upon which the CIA relies include, but are not limited to, the CIA Act of 1949;

(b)(4) exempts from disclosure trade secrets and commercial or financial information that is obtained from a person and that is privileged or confidential;

(b)(5) exempts from disclosure inter-and intra-agency memoranda or letters that would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) exempts from disclosure information from personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of privacy;

(b)(7) exempts from disclosure information compiled for law enforcement purposes to the extent that the production of the information (A) could reasonably be expected to interfere with enforcement proceedings; (B) would deprive a person of a right to a fair trial or an impartial adjudication; (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy; (D) could reasonably be expected to disclose the identity of a confidential source or, in the case of information compiled by a criminal law enforcement authority in the course of a criminal investigation or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source ; (E) would disclose techniques and procedures for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law; or (F) could reasonably be expected to endanger any individual's life or physical safety;

(b)(8) exempts from disclosure information contained in reports or related to examination, operating, or condition reports prepared by, or on behalf of, or for use of an agency responsible for regulating or supervising financial institutions; and

(b)(9) exempts from disclosure geological and geophysical information and data, including maps, concerning wells.

April 2012

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 9:26 AM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted]
Subject: RE: FOIA Electronic Reading Room Unavailable
Signed By: [redacted] (b)(3)

Classification: UNCLASSIFIED

(U) Thanks for the information [redacted] I know you are on top of this! (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 9:01 AM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted] (b)(3)
Subject: RE: FOIA Electronic Reading Room Unavailable

Classification: UNCLASSIFIED

As an update, the site appears to be functional at this time. I do not have an update yet on the status of the eFOIA request form.

Thanks,
[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager [redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 8:07 AM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted] (b)(3)
Subject: FOIA Electronic Reading Room Unavailable

Classification: UNCLASSIFIED

Good morning, [redacted] (b)(3)

Last night the FOIA Electronic Reading Room developer put the site into maintenance mode to complete the security patching needed. Our hope was that this would also address the email delay we were experiencing with the eFOIA request form. Unfortunately, something appears to have gone wrong with the patches. I do not have any details at this

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time beyond the fact that the site is currently completely down. I do not have an estimate as to when it will be available at this time. This does not appear at this time to be a security breach of any kind. I will keep you updated throughout the day as we try to resolve this situation and restore the site's functionality.

[redacted] (b)(3)

[redacted] (b)(3)

CIO/IMS/RMTG, [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

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Classification: UNCLASSIFIED

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Classification: UNCLASSIFIED

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Classification: UNCLASSIFIED

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[redacted] (b)(3)

From: Michele L. Meeks
Sent: Tuesday, July 01, 2014 8:12 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
[redacted] (b)(3)
Subject: RE: FOIA Electronic Reading Room Unavailable
Signed By: [redacted] (b)(3)

Classification: UNCLASSIFIED
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Good morning, [redacted] (b)(3)

Thank you for this update. As I mentioned [redacted] yesterday, I received an email yesterday from DoJ's compliance office requesting information on the unavailability of our eFOIA submission tool. Apparently, they have received some inquiries from the public about it, and GSA is asking if there is anything they can do to assist us. I responded back that we were working on updates that would hopefully correct the problem. I fully anticipate another inquiry from them soon. (b)(3)

Thanks,
Michele

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 8:07 AM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted] (b)(3)
Subject: FOIA Electronic Reading Room Unavailable

Classification: UNCLASSIFIED
==========

Good morning, [redacted] (b)(3)

Last night the FOIA Electronic Reading Room developer put the site into maintenance mode to complete the security patching needed. Our hope was that this would also address the email delay we were experiencing with the eFOIA request form. Unfortunately, something appears to have gone wrong with the patches. I do not have any details at this time beyond the fact that the site is currently completely down. I do not have an estimate as to when it will be available at this time. This does not appear at this time to be a security breach of any kind. I will keep you updated throughout the day as we try to resolve this situation and restore the site's functionality.

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

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Classification: UNCLASSIFIED

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 11:57 AM
To: [redacted] (b)(3)
Subject: [redacted] Re: Well I wish I had better news but the foia site is down. (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

[redacted] (b)(3)

I'm happy that it works. I will look into the captcha.

Thank you
[redacted] (b)(3)

On Jul 1, 2014, at 11:49 AM, [redacted] wrote: (b)(3)

Hi [redacted] (b)(3)

The FOIA form is creating emails correctly. If you could please investigate why the CAPTCHA is showing up on every page instead of just the final page, I believe that's the final bug to work out. We would like to leave the eFOIA form up at this time.

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, July 01, 2014 5:58 AM
To: [redacted] (b)(3)
Subject: Well I wish I had better news but the foia site is down.

Well I wish I had better news but the foia site is down again. Reason being when I did the rest of the site updates the site blacked out. I am starting to believe that site is basically rejecting any (b)(3) kind of security updates. I also noticed that the foia site has wide open directorie[redacted] where any one can access them. I have exhausted all of my ave to get this site to be secure. it will not do the simplest tasks that it was designed to do. I am afraid that by using this site [redacted] (b)(3) we will just bring all these problems to the new site. I will keep on working on it but we may need a programmer to come in and assess the web site.

[redacted] (b)(3)

(b)(3)

From: (b)(3)
Sent: Tuesday, July 01, 2014 6:45 AM
To: (b)(3)
Subject: RE: Well I wish I had better news but the foia site is down. (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

(b)(3)

Hi (b)(3)

Please provide an estimate for how long it will take to bring the site back up. I'm assuming we need to roll back the changes that were made last night to restore functionality.

From: (b)(3)
Sent: Tuesday, July 01, 2014 5:58 AM
To: (b)(3)
Subject: Well I wish I had better news but the foia site is down.

Well I wish I had better news but the foia site is down again. Reason being when I did the rest of the site updates the site blacked out. I am starting to believe that site is basically rejecting any kind of security updates. I also noticed that the foia site has wide open directories where any one can access them. I have (b)(3) exhausted all of my ave to get this site to be secure. it will not do the simplest tasks that it was designed to do. I am afraid that by using this site we will just bring all these problems to the new site. I will keep on (b)(3) working on it but we may need a programmer to come in and assess the web site.

(b)(3)

Approved for Release: 2017/03/08 C06228921

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 30, 2014 1:16 PM
To: [redacted] (b)(3)
Cc:
Subject: eFOIA requests
Signed By: [redacted] (b)(3)

Classification: UNCLASSIFIED

[redacted] (b)(3)

Michele Meeks reached out to me regarding the estimate of when the eFOIA request would be working, as she has been asked by DOJ.

I mentioned to her that we cannot provide a good answer until [redacted] puts the site in maintenance mode tonight to look at the site and performs the upgrades to the Core. [redacted] believes that the upgrades should fix the eFOIA request, but he is not 100% sure. (b)(3) (b)(3)

Hopefully tonight we will have more answers.

I asked [redacted] to update you on the estimated time frame. Could you please reach out to Michelle to provide her an update once you hear from [redacted]? (b)(3) (b)(3)

Thank you.

[redacted] (b)(3)
IMS/RMTG [redacted] (b)(3)
PM [redacted] (CREST) & FOIA Electronic Reading Room (ERR) (b)(3)
[redacted] (b)(3)

Classification: UNCLASSIFIED

Approved for Release: 2017/03/08 C06228921

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 3:53 PM
To: [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(3)

==========

Since the module is currently completely disabled, you would need to do the step described below first. Then you'd need to make the edits to the first page of the FOIA Request form (the first entry on the other email). The other two pages can be updated in any order.

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG, [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 3:49 PM
To: [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Thanks.

Is there an order to which steps I need to do first? You had sent me an email a few days ago regarding the enabling of the eFOIA request. I wasn't sure which one to do first, or if it mattered?

Thanks.

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 7:42 AM
To: [redacted] (b)(3)
Subject: FW: eFOIA submission tool is working again....

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Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

To re-enable the form in case I'm out or if you ever need to disable it again:

[redacted] (b)(1) (b)(3)

The requests that [redacted] reported are dated from Monday evening. So something is still lagging or incorrectly applying date/time stamps. (b)(3)

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 7:39 AM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Scratch that, I found the right place after all. The form is currently disabled.

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 7:26 AM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

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Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Hi [redacted] (b)(3)

It looks like I will have to disable the page from offsite – the interface tools I usually use are not available on this page for some reason. I will take care of this later this afternoon and will report back tomorrow with a status update.

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG, [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 7:19 AM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

The two newest entries are from frequent submitters. I am guessing our frequent requesters have bookmarked the form's URL because I cannot find it myself. Please disable the first page. It is unfair that some still have access to the submission tool while others cannot access it. Plus, until the developer returns we are concerned it is not producing reliable results.

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 6:54 AM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Interesting. I can take the additional step of "unpublishing" the first page of the request form, which should keep people from being able to find it via a google search. Right now I've just disabled all direct links to it from the website,

but I'm guessing it's still showing up if you google it if people are still finding it. Would you like me to temporarily unpublish the first page of the request form, which will disable access to the rest of the pages?

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Thursday, June 26, 2014 6:39 AM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Just to update you: Two more real eFOIA requests arrived last evening.

From: [redacted] (b)(3)
Sent: Wednesday, June 25, 2014 2:14 PM
To: [redacted] (b)(3)
Cc: Michele L. Meeks; [redacted] (b)(3)
Subject: RE: eFOIA submission tool is working again....

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Hi [redacted] (b)(3)

Just to follow up, we confirmed with our developer that he has not worked on the site while on vacation. We have a couple of guesses as to why those three finally bubbled through the systems to reach us, but won't be able to confirm until next week when our developer is back in the office. Based on our uncertainty, I concur that we should wait until he is back to re-activate the eFOIA request form.

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

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From: (b)(3)
Sent: Wednesday, June 25, 2014 6:50 AM
To:
Cc: Michele L. Meeks; (b)(3)
Subject: RE: eFOIA submission tool is working again.... (b)(3)

Classification: ~~SECRET~~

(b)(1)
(b)(3)

Yes, I see one test one from you and two real ones. Please wait until the developer confirms the service is working again before restoring the link.

From: (b)(3)
Sent: Wednesday, June 25, 2014 6:42 AM
To:
Cc: Michele L. Meeks; (b)(3)
Subject: RE: eFOIA submission tool is working again.... (b)(3)

Classification: ~~SECRET~~

(b)(1)
(b)(3)

Did my dummy one ever come through? I'm wondering if our programmer was working on this while on vacation despite the fact that we told him it could wait. Would you like us to restore the links to the request form, or keep it hidden until we can confirm with our developer that it is working?

(b)(3)

(b)(3)
CIO/IMS/RMTG, (b)(3)
Deputy Branch Chief
Project Manager, (b)(3)

From: (b)(3)
Sent: Wednesday, June 25, 2014 6:31 AM
To:
Cc: Michele L. Meeks; (b)(3)
Subject: eFOIA submission tool is working again.... (b)(3)

Classification: ~~SECRET~~

(b)(1)
(b)(3)

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....we received three eFOIA submissions yesterday evening: One at 7:47 pm, another at 7:53 pm, and a third at 8:02 pm.

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Classification: ~~SECRET~~

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Approved for Release: 2017/03/08 C06228924

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Wednesday, June 25, 2014 8:03 AM
To: [redacted] (b)(3)
Subject: eFOIA Requests

Hi [redacted] (b)(3)

We were curious if you had been working on the eFOIA request function of the website. It seems to be working now as we received three requests that were given to us on Monday morning. We disabled the eFOIA request form Monday evening, and wanted to ask you if you did something to fix it before we enable the function again.

I hope you are enjoying your vacation.

Thanks.

[redacted] (b)(3)

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Approved for Release: 2017/03/08 C06228925

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:13 PM
To: [redacted] (b)(3)
Subject: [redacted] Updates to FOIA ERR (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

[redacted] (b)(3)

Hi [redacted] (b)(3)

[redacted] reached out to me around lunch time and asked that we disable the eFOIA request form until we can determine why the emails are not being sent. I wanted to pass along the changes I made so you can reverse them once the form is working again. (b)(3)

[redacted] (b)(3)

Those should be the only updates needed to restore functionality once the form works again.

[redacted] (b)(3)

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Approved for Release: 2017/03/08 C06228926

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:11 PM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted] (b)(3)
[redacted] (b)(3)
Subject: RE: FYI: eFOIA Request Form down until further notice
Signed By: [redacted] (b)(3)

Classification: UNCLASSIFIED
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Thank you, I let everyone over here know. We did get some notes and Tweets(!) about it on Friday, not sure about today though.

[redacted] (b)(3)
CIA.gov
[redacted] OHB (b)(3)
[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:04 PM
To: [redacted] (b)(3)
Cc: [redacted] Michele L. Meeks; [redacted] (b)(3)
Subject: FYI: eFOIA Request Form down until further notice

Classification: UNCLASSIFIED
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Hi [redacted] (b)(3)

While the FOIA Electronic Reading Room is back up and functional, we have discovered that our eFOIA request form is not generating emails correctly. Unfortunately, our developer is out of the office this week, so we will not be able to restore functionality until next week. We have disabled the links to the eFOIA request form on the FOIA ERR website, and reminded visitors that they can still use the US Postal Service or facsimile to send in requests in the meantime. PIPD requested that I notify you as well in case OPA starts fielding any phone calls or emails regarding the functionality.

Thanks,
[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG/[redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

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Classification: UNCLASSIFIED

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[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, June 24, 2014 7:59 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: FOIA-ERR - [redacted] Attack (b)(3)
Signed By: [redacted] (b)(3)

Classification: ~~SECRET//NOFORN~~

[redacted] (b)(1) (b)(3)

[redacted] (b)(3)

Our web developer informed us yesterday that the website outage was due to error in the code and not an attack against the site. (b)(1) (b)(3)

In regards to the use of [redacted] we are working [redacted] and we plan to start this process in the next couple weeks. (b)(3)

Thank you.

[redacted] (b)(3)
IMS/RMTG [redacted] (b)(3)
PM [redacted] (b)(3)
[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Tuesday, June 24, 2014 7:54 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: FOIA-ERR - [redacted] Attack (b)(3)

Classification: ~~SECRET//NOFORN~~

[redacted] (b)(1) (b)(3)

[redacted] (b)(3)

Thank you for keeping us in the loop on the issues found on the foia.cia.gov site. As a recap, you informed [redacted] via a phone conversation that the issue was not due to an attack against the web page, but in fact an error in the coding that has since been resolved. Please let me know if this is not accurate. (b)(3)

[redacted] (b)(1) (b)(3)

Please do not hesitate to contact [redacted] with any other concerns you may have. We are happy to assist. (b)(3)

Regards,

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 8:43 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: FOIA-ERR - [redacted] Attack (b)(3)

Classification: ~~UNCLASSIFIED//FOUO~~

Hello [redacted] (b)(3)

Thank you for your email [redacted] We look forward to receiving those logs. (b)(3)

[redacted] (b)(3)

[redacted] -06/23/2014 07:59:11 AM---Classification: ~~UNCLASSIFIED//FOUO~~ (b)(3)

From: [redacted] (b)(3)
To: [redacted]
Cc: [redacted] (b)(3)
Date: 06/23/2014 07:59 AM
Subject: RE: FOIA-ERR - [redacted] Attack (b)(3)

Classification: ~~UNCLASSIFIED//FOUO~~

Hello,

Per our phone conversation, I will provide you with the logs once our developer returns on 30 June. Thank you.

[redacted]
IMS/RMTG [redacted]
PM [redacted] (CREST) & FOIA Electronic Reading Room (ERR)
[redacted]

(b)(3)
(b)(3)
(b)(3)
(b)(3)

From: [redacted] (b)(3)
Sent: Sunday, June 22, 2014 11:04 PM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: Re: FOIA-ERR - [redacted] Attack (b)(3)

Classification: ~~UNCLASSIFIED//FOUO~~

[redacted] (b)(3)

Thank you for contacting [redacted] If possible, we would like to get copies of the logs from the attack, if they can be obtained [redacted] I have opened a security incident for this event [redacted] There may be further information that is required; if so, we will let you know. (b)(3) (b)(3)

If you have any further questions, please feel free to contact [redacted] (b)(3)

V/R,

[redacted] (b)(3)

[redacted]--06/20/2014 11:29:36 AM---Classification: UNCLASSIFIED (b)(3)

From: [redacted] (b)(3)
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Date: 06/20/2014 11:29 AM (b)(3)
Subject: FOIA-ERR - [redacted] Attack

Classification: UNCLASSIFIED

Hello,

As you are aware, the FOIA.CIA.GOV site has been hit earlier in the month by Denial of Service attacks.

This note is to inform you that the FOIA.CIA.GOV site has been attacked [redacted] last night, Thursday (June 19th), around 9:30pm. The attack did take down the site. When you go to the site the only thing that you see is a page of unrecognizable text. The site is completely unavailable. (b)(3)

[redacted] We are working with [redacted] our current hosting company, to restore the site to a previous version. So far, we have attempted to restore the server to two different snapshots from June, with (b)(3)

complete restarts of the server each time. Neither attempt was successful. Our next steps are to move farther back in time to May to see if we can restore to that point in time. The issue has been raised [redacted] (b)(3)

Please let [redacted] or I know if you need further information. (b)(3)

Thank you.

[redacted] (b)(3)
IMS/RMTG [redacted] (b)(3)
PM [redacted] (CREST) & FOIA Electronic Reading Room (ERR) (b)(3)
[redacted] (b)(3)

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Classification: UNCLASSIFIED

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Classification: ~~UNCLASSIFIED//FOUO~~
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Classification: ~~UNCLASSIFIED//FOUO~~

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Classification: ~~UNCLASSIFIED//FOUO~~
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Classification: ~~SECRET//NOFORN~~

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Classification: ~~SECRET//NOFORN~~

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Thursday, July 17, 2014 8:54 AM
To: [redacted] (b)(3)
Cc:
Subject: RE: Justification for FOIA external change today
Signed By: [redacted] (b)(3)

Tracking:

Recipient	Read
[redacted]	Read: 7/17/2014 9:11 AM (b)(3)
	Read: 7/17/2014 8:57 AM
	Read: 7/17/2014 8:59 AM
	Read: 7/17/2014 8:54 AM
	Read: 7/17/2014 8:54 AM
	Read: 7/17/2014 8:54 AM
	Read: 7/17/2014 8:56 AM
	Read: 7/17/2014 9:36 AM
	Read: 7/17/2014 9:40 AM

Classification: ~~UNCLASSIFIED//FOUO~~

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Hi [redacted] (b)(3)

Regarding the attacks on the FOIA.CIA.GOV site, I have been in contact [redacted] for each of the attacks and previously provided the necessary logs. (b)(3)

The attacks occurred on 6/1 and 6/5 and [redacted] forwarded you the logs on 6/9 and I provided additional information on 6/6. (b)(3)

In addition, we informed you of a [redacted] attack on 6/20, however, as I noted in my emails [redacted] our web developer informed us at a later time that it was not an attack but error in the code that caused the outage. I was informed [redacted] that since it was error in the code and not an attack, I did not have to provide the necessary logs. (b)(3)) (b)(3)

Please let me know if you need additional information.

Thank you

[redacted] (b)(3)
IMS/RMTG, [redacted] (b)(3)
PM [redacted] (CREST) & FOIA Electronic Reading Room (ERR) (b)(3)
[redacted] (b)(3)

Approved for Release: 2017/03/08 C06228928

From: [redacted] (b)(3)
Sent: Thursday, July 17, 2014 8:07 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: Justification for FOIA external change today

Classification: ~~UNCLASSIFIED//FOUO~~

[redacted] (b)(3)

Since the FOIA site is external and outside [redacted] responsibility we do not have any control of that information. The person you should speak with is [redacted] who manages the FOIA site and is CC'd on this request. (b)(3) (b)(3)

Thanks,

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Thursday, July 17, 2014 7:51 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: Justification for FOIA external change today

Classification: ~~UNCLASSIFIED//FOUO~~

[redacted] (b)(3)

Can you provide CIA [redacted] with the web server logs for us to investigate the attack and also any other evidence that was gathered? (b)(3)

Thanks,

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Wednesday, July 16, 2014 10:27 AM
To: [redacted] (b)(3)
Subject: FW: Justification for FOIA external change today

Classification: ~~UNCLASSIFIED//FOUO~~

Approved for Release: 2017/03/08 C06228928

Approved for Release: 2017/03/08 C06228928

From: [redacted] (b)(3)
Sent: Wednesday, July 16, 2014 10:03 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: Justification for FOIA external change today

Classification: ~~UNCLASSIFIED//FOUO~~

For a few weeks now the FOIA site has been getting attacked, and in one event the site became unavailable for a period of time. From that moment, we have worked toward getting them protected [redacted] so we can better monitor and thwart attacks. This has been a coordinated effort between [redacted] FOIA, [redacted] and with [redacted] group to schedule the change. The change will be made on the [redacted] portal and does not involve ANY internal systems and will have NO impact to internal systems at all. We are trying to follow the process that has been set up, but now an internal issue is holding up a change to an external entity and protection for a site that needs to be protected right away. (b)(3) (b)(3) (b)(3)

Thanks for your consideration.

[redacted] (b)(3)
CIO/APPS/[redacted] (b)(3)
[redacted] (b)(3)

Classification: ~~UNCLASSIFIED//FOUO~~

Classification: ~~UNCLASSIFIED//FOUO~~

Classification: ~~UNCLASSIFIED//FOUO~~

Classification: ~~UNCLASSIFIED//FOUO~~

Classification: ~~UNCLASSIFIED//FOUO~~

Approved for Release: 2017/03/08 C06228928

[redacted] (b)(3)

From: Michele L. Meeks
Sent: Monday, June 23, 2014 4:05 PM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Thank you, [redacted] (b)(3)

-MM

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:59 AM
To: Michele L. Meeks; [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Hi Michele & [redacted] (b)(3)

In case [redacted] and [redacted] have not passed this along, we wanted to forward. Until the website is restored, there will be no requests coming through the eFOIA request form. In chatting with OPA earlier this afternoon, they've reported a few phone calls from members of the public who were upset that they could not submit FOIA requests. OPA is reminding all callers that they can do snail mail or fax as well for requests. (b)(3)

Thanks,
[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

Approved for Release: 2017/03/08 C06228929

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] Todd D. Ebitz; [redacted] (b)(3)
Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

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~~(S//NF)~~ Doug, [redacted] The CIA's public FOIA website has been successfully hacked, and the damage to the database is unknown. I received the note below from [redacted] the deputy branch chief who brought this to my attention. (b)(3) (b)(3)

~~(S//NF)~~ Starting June 6, 2014, the FOIA Electronic Reading Room team was notified of several denial of service attacks on the public-facing reading room website. These incidents did not result in the website being unavailable, and each one was reported to both [redacted] and IMS management. As a result of the attacks, a decision was made to apply several security patches to the website to ensure that we would not be vulnerable to future attacks. Unfortunately, a new attack was launched, [redacted] This occurred on June 19 [redacted] We believe at that time that the site was hit with a [redacted] attack. Currently, the FOIA ERR website is completely unavailable. (b)(3) (b)(1) (b)(3)

~~(S//NF)~~ So far, we have attempted to restore the server to two different snapshots from June, with complete restarts of the server each time. Neither attempt was successful. Our next steps are to move farther back in time to May to see if we can restore to that point in time. We have been elevated to [redacted] support with our server hosting company. At this time, we do not have an ETA on when the site will be restored. (b)(3)

~~(S//NF)~~ OPA and [redacted] have been notified regarding this outage. (b)(3)

~~(S//NF)~~ Background: CIO/IMS/RTMG/[redacted] runs the FOIA Electronic Reading Room on behalf of CIO/IMS/IRRG. The website is managed separately from the CIA.gov website, which is managed by OPA. The FOIA ERR [redacted] (b)(3) (b)(1) (b)(3)

~~(U//AIUO)~~ We are continuing to work the problem. [redacted] will provide updates as more information becomes available. If you have questions, you can reach her at [redacted] (b)(3) (b)(3)

[redacted] (b)(3)
Chief, Information Review and Release Group
[redacted] (secure) (b)(3)

Approved for Release: 2017/03/08 C06228929

Approved for Release: 2017/03/08 C06228929

IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228929

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 3:53 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Thanks

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:45 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

From [redacted] (b)(3)

The site was restored to a snapshot from May 8, 2014. No data has been added to the site since that date, so no further updates are needed. However, we did discover this morning that the eFOIA Request Form functionality is not working, and will not be restored until next week as our developer is on vacation this week. [redacted] and I agreed to put a notice on the website in the meantime, and to disable the functionality of the form so requests cannot be made. We also notified OPA that the site is back up, but that requests cannot be made electronically. (b)(3)

Thanks,

[redacted] (b)(3)
Deputy Director
CIO/IMS

[redacted] (b)(3)

Approved for Release: 2017/03/08 C06228930

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:35 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

[redacted] (b)(3)

How far back did you need to go (i.e., how current is the information)? What if anything will be done to update the data on the site?

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 10:54 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Chiefs – fyi.

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 9:49 AM
To: [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Approved for Release: 2017/03/08 C06228930

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

(U//~~AIUO~~) The site is back up. Please pass on to CIO and D/CIOs. Thanks.

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:04 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: (~~S//NF~~) Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Hi [redacted] (b)(3)

The FOIA ERR website is back up. As we are without programming help this week due to our developer's vacation, an after action report will not be available until next week at the earliest.

Thanks,

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG, [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] Todd D. Ebitz; [redacted] (b)(3)
Subject: (~~S//NF~~) Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

~~(S//NF)~~ Doug, [redacted] The CIA's public FOIA website has been successfully hacked, and the damage to the database is unknown. I received the note below from [redacted] the deputy branch chief who brought this to my attention. (b)(3) (b)(3)

~~(S//NF)~~ Starting June 6, 2014, the FOIA Electronic Reading Room team was notified of several denial of service attacks on the public-facing reading room website. These incidents did not result in the website being unavailable, and each one was reported to both [redacted] and IMS management. As a result of the attacks, a decision was made to apply several security patches to the website to ensure that we would not be vulnerable to future attacks. Unfortunately, a new attack was launched, [redacted] This occurred on June 19 [redacted] We believe at that time that the site was hit with a [redacted] attack. Currently, the FOIA ERR website is completely unavailable. (b)(3) (b)(1) (b)(3)

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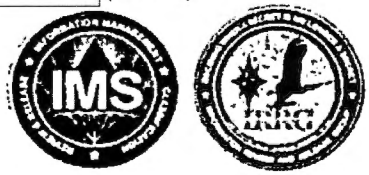
~~(S//NF)~~ OPA and [redacted] have been notified regarding this outage. (b)(3)

~~(S//NF)~~ Background: CIO/IMS/RTMG [redacted] runs the FOIA Electronic Reading Room on behalf of CIO/IMS/IRRG. The website is managed separately from the CIA.gov website, which is managed by OPA. The FOIA ERR website [redacted] (b)(3) (b)(1) (b)(3)

~~(U//AIUO)~~ We are continuing to work the problem. [redacted] will provide updates as more information becomes available. If you have questions, you can reach her at [redacted] (b)(3) (b)(3) (b)(3)

[redacted]
Chief, Information Review and Release Group
[redacted] (secure) (b)(3)



IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228930

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228930

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:45 PM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Thanks [redacted] (b)(3)

Thanks,

[redacted] (b)(3)
Deputy Director
CIO/IMS

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:43 PM
To: [redacted]
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Hi [redacted] (b)(3)

The site was restored to a snapshot from May 8, 2014. No data has been added to the site since that date, so no further updates are needed. However, we did discover this morning that the eFOIA Request Form functionality is not working, and will not be restored until next week as our developer is on vacation this week. [redacted] and I agreed to put a notice on the website in the meantime, and to disable the functionality of the form so requests cannot be made. We also notified OPA that the site is back up, but that requests cannot be made electronically. (b)(3)

Thanks,

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG, [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:38 PM
To: [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Thanks,

[redacted] (b)(3)
Deputy Director
CIO/IMS

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:35 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

[redacted] (b)(3)

How far back did you need to go (i.e., how current is the information)? What if anything will be done to update the data on the site?

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 10:54 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Chiefs – fyi.

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 9:49 AM
To: [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

(U//~~AIUO~~) The site is back up. Please pass on to CIO and D/CIOs. Thanks.

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:04 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Hi [redacted] (b)(3)

The FOIA ERR website is back up. As we are without programming help this week due to our developer's vacation, an after action report will not be available until next week at the earliest.

Thanks,

[redacted] (b)(3)

[redacted] (b)(3)

CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] Todd D. (b)(3)
Ebitz; [redacted] (b)(3)
Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

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~~(S//NF)~~ So far, we have attempted to restore the server to two different snapshots from June, with complete restarts of the server each time. Neither attempt was successful. Our next steps are to move farther back in time to May to see if we can restore to that point in time. We have been elevated to [redacted] support with our server hosting company. At this time, we do not have an ETA on when the site will be restored. (b)(3)

Approved for Release: 2017/03/08 C06228931

~~(S//NF)~~ OPA and [redacted] have been notified regarding this outage. (b)(3)

~~(S//NF)~~ Background: CIO/IMS/RTMG [redacted] runs the FOIA Electronic Reading Room on behalf of CIO/IMS/IRRG. The website is managed separately from the CIA.gov website, which is managed by OPA. The FOIA ERR website [redacted] (b)(3)

(b)(1)
(b)(3)

~~(U//AIUO)~~ We are continuing to work the problem. [redacted] will provide updates as more information becomes available. If you have questions, you can reach her at [redacted] (b)(3)
(b)(3)

[redacted] (b)(3)
Chief, Information Review and Release Group
[redacted] (secure) (b)(3)

IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228931

Approved for Release: 2017/03/08 C06228932

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:45 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

From [redacted] (b)(3)

The site was restored to a snapshot from May 8, 2014. No data has been added to the site since that date, so no further updates are needed. However, we did discover this morning that the eFOIA Request Form functionality is not working, and will not be restored until next week as our developer is on vacation this week. [redacted] and I agreed to put a notice on the website in the meantime, and to disable the functionality of the form so requests cannot be made. We also notified OPA that the site is back up, but that requests cannot be made electronically. (b)(3)

Thanks,

[redacted] (b)(3)
Deputy Director
CIO/IMS

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:35 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3))
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228932

[redacted] (b)(1) (b)(3)

[redacted] (b)(3)

How far back did you need to go (i.e., how current is the information)? What if anything will be done to update the data on the site?

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 10:54 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Chiefs – fyi.

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 9:49 AM
To: [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

~~(U//AIUO)~~ The site is back up. Please pass on to CIO and D/CIOs. Thanks.

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:04 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228932

[redacted] (b)(1) (b)(3)

==========

Hi [redacted] (b)(3)

The FOIA ERR website is back up. As we are without programming help this week due to our developer's vacation, an after action report will not be available until next week at the earliest.

Thanks,

[redacted] (b)(3)

[redacted] (b)(3)

CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted]; Todd D. Ebitz; [redacted] (b)(3) (b)(3)
Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

~~(S//NF)~~ Doug, [redacted] The CIA's public FOIA website has been successfully hacked, and the damage to the database is unknown. I received the note below from [redacted] the deputy branch chief who brought this to my attention. (b)(3) (b)(3)

~~(S//NF)~~ Starting June 6, 2014, the FOIA Electronic Reading Room team was notified of several denial of service attacks on the public-facing reading room website. These incidents did not result in the website being unavailable, and each one was reported to both [redacted] and IMS management. As a result of the attacks, a decision was made to apply several security patches to the website to ensure that we would not be vulnerable to future attacks. Unfortunately, a new attack was launched, [redacted] This occurred on June 19 [redacted] We believe at that time that the site was hit with a [redacted] attack. Currently, the FOIA ERR website is completely unavailable. (b)(1) (b)(3)(b)(3)

~~(S//NF)~~ So far, we have attempted to restore the server to two different snapshots from June, with complete restarts of the server each time. Neither attempt was successful. Our next steps are to move farther back in time to May to see if we can restore to that point in time. We have been elevated to [redacted] support with our server hosting company. At this time, we do not have an ETA on when the site will be restored. (b)(3)

Approved for Release: 2017/03/08 C06228932

~~(S//NF)~~ OPA and [redacted] have been notified regarding this outage. (b)(3)

~~(S//NF)~~ Background: CIO/IMS/RTMG [redacted] runs the FOIA Electronic Reading Room on behalf of CIO/IMS/IRRG. The website is managed separately from the CIA.gov website, which is managed by OPA. The FOIA ERR website [redacted] (b)(3)

(b)(1)
(b)(3)

(U//~~AIUO~~) We are continuing to work the problem. [redacted] will provide updates as more information becomes available. If you have questions, you can reach her at [redacted] (b)(3)
(b)(3)

[redacted] (b)(3)
Chief, Information Review and Release Group
[redacted] (secure) (b)(3)

IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:38 PM
To: [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Thanks,

[redacted] (b)(3)
Deputy Director
CIO/IMS

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 12:35 PM
To: [redacted] (b)(3)
Cc: Douglas E. Wolfe; [redacted] Joseph W. Lambert; [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

[redacted] (b)(3)

How far back did you need to go (i.e., how current is the information)? What if anything will be done to update the data on the site?

Approved for Release: 2017/03/08 C06228933

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 10:54 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Chiefs – fyi.

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 9:49 AM
To: [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] (b)(3)
Subject: FW: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

(U//~~AIUO~~) The site is back up. Please pass on to CIO and D/CIOs. Thanks.

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:04 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

Hi [redacted] (b)(3)

The FOIA ERR website is back up. As we are without programming help this week due to our developer's vacation, an after action report will not be available until next week at the earliest.

Approved for Release: 2017/03/08 C06228933

Thanks
[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] Todd D. Ebitz; [redacted] (b)(3) (b)(3)
Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

==========

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[redacted] This occurred on June 19 [redacted] We believe at that time that the site was hit with a [redacted] attack. Currently, the FOIA ERR website is completely unavailable. (b)(3)

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~~(S//NF)~~ OPA and [redacted] have been notified regarding this outage. (b)(3)

~~(S//NF)~~ Background: CIO/IMS/RTMG/ [redacted] runs the FOIA Electronic Reading Room on behalf of CIO/IMS/IRRG. The website is managed separately from the CIA.gov website, which is managed by OPA. The FOIA ERR website [redacted] (b)(3) (b)(3) (b)(1)

Approved for Release: 2017/03/08 C06228933

(~~U//AIUO~~) We are continuing to work the problem. [redacted] will provide updates as more information becomes available. If you have questions, you can reach her at [redacted] (b)(3) (b)(3)

[redacted] (b)(3)
Chief, Information Review and Release Group
[redacted](secure) (b)(3)

IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228933

Approved for Release: 2017/03/08 C06228934

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:21 AM
To: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Thanks for the good news update Jennifer!

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 7:04 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: RE: ~~(S//NF)~~ Successful Attack Against Public FOIA Website

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

Hi [redacted] (b)(3)

The FOIA ERR website is back up. As we are without programming help this week due to our developer's vacation, an after action report will not be available until next week at the earliest.

Thanks,

[redacted] (b)(3)

[redacted] (b)(3)
CIO/IMS/RMTG [redacted] (b)(3)
Deputy Branch Chief
Project Manager, CADRE, STAIRS

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted]; Todd D. Ebitz; [redacted] (b)(3)

Approved for Release: 2017/03/08 C06228934

Approved for Release: 2017/03/08 C06228934

Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

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[redacted] (b)(3)
Chief, Information Review and Release Group
[redacted] (secure) (b)(3)

IRRG: Mission Critical Information Review

Approved for Release: 2017/03/08 C06228934

Approved for Release: 2017/03/08 C06228935

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:43 AM
To: Douglas E. Wolfe; [redacted] (b)(3)
Cc: Joseph W. Lambert; [redacted] (b)(3)
[redacted] Todd D. Ebitz; [redacted]
Subject: ~~(S//NF)~~ Successful Attack Against Public FOIA Website
Signed By: [redacted] (b)(3)

Importance: High

Classification: ~~SECRET~~

[redacted] (b)(1) (b)(3)

~~(S//NF)~~ Doug, [redacted] The CIA's public FOIA website has been successfully hacked, and the damage to the database is unknown. I received the note below from [redacted], the deputy branch chief who brought this to my attention. (b)(3) (b)(3)

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[redacted] (b)(1) (b)(3)

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Approved for Release: 2017/03/08 C06228935

Approved for Release: 2017/03/08 C06228935

[redacted] (b)(3)

Chief, Information Review and Release Group

[redacted] (secure) (b)(3)

IRRG: Mission Critical Information Review

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Classification: ~~SECRET~~

Approved for Release: 2017/03/08 C06228935

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 8:45 AM
To: [redacted] (b)(3)
Subject: [redacted] Re: Upgrade (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

[redacted] (b)(3)

I just wanted to check if you were good with the web site. I was also able to complete the upgrade to the newest version [redacted]

Thank you
[redacted] (b)(3)

On Jun 13, 2014, at 3:39 PM, [redacted] wrote: (b)(3)

Hi [redacted] (b)(3)

How did the upgrade go?

[redacted] (b)(3)

Approved for Release: 2017/03/08 C06228937

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Monday, June 23, 2014 8:02 AM
To: [redacted] (b)(3)
Subject: [redacted] Logs (b)(3)
Signed By: [redacted] (b)(3)

Classification: UNCLASSIFIED
==========

Hi [redacted] (b)(3)

Could you please pull copies of the logs from the attack [redacted] They have been requested by [redacted]. Thank you. (b)(3))

I hope you enjoyed your vacation.

[redacted] (b)(3)
IMS/RMTG [redacted] (b)(3)
PM [redacted] CREST) & FOIA Electronic Reading Room (ERR) (b)(3)
[redacted] (b)(3)

==========
Classification: UNCLASSIFIED

Approved for Release: 2017/03/08 C06228937

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Saturday, June 21, 2014 3:34 PM
To: [redacted] (b)(3)
Subject: [redacted] Well I think we are all good now. (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

[redacted] (b)(3)

Well I think we are all good now. The site has been updated to [redacted] the newest version and seems to be working fine now. (b)(3)

Thank you

[redacted] (b)(3)

(b)(3)

From: (b)(3)
Sent: Saturday, June 21, 2014 8:51 AM
To: (b)(3)
Subject: Re: HAVE A GOOD WEEKEND IT IS ALL WORKING!!!!!!! (b)(3)

CLASSIFICATION: **UNCLASSIFIED**

(b)(3)

turns out that in when one fixs a problem another appears 30 minutes after the fact. Sorry is still down.

(b)(3)

On Fri, Jun 20, 2014 at 8:49 PM, wrote: (b)(3)
Hello ITS UP and works!!!!

It was a missing in front of I just (b)(3)

have good weekend

This message was sent with High importance.

If there are problems with how this message is displayed, click here to view it in a web browser.

From: [redacted]

Sent: Fri 6/20/2014 9:00 PM (b)(3)

To:

Cc:

Subject: [redacted] Ticket [TID: 539275] Resolved | Status: Sev 2 / Major / Resolved | Organization: ciafoia | OTHER: Restore Server [redacted] (b)(3)

CLASSIFICATION: UNCLASSIFIED

[redacted] (b)(3)

Ticket Properties	
Description	OTHER: Restore server [redacted] (b)(3)
Ticket Note [redacted] (b)(3)	Hello, This ticket is being marked as complete and is being closed. If you would like to submit additional comments or re-open this ticket for any reason, please do so through the customer portal. Your feedback is important to us, please take a moment to complete our brief customer satisfaction survey, [redacted] (b)(3) Thank you for your continued business. Regards, [redacted] (b)(3) [redacted] (b)(3)
Organization	ciafoia
Ticket ID	539275
Ticket Status	Resolved [3]
Ticket	Sev 2 / Major

Approved for Release: 2017/03/08 C06228940

Ticket Properties	
Severity	
Ticket Queue	Eng.Database
Assigned User	(b)(3)
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General

Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	(b)(3)
Ticket Life Age	6 days, 20 hours, 32 minutes, 21 seconds

Ticket Resolution	
Ticket Resolved On	2014-06-20 20:59:48
Resolved By	(b)(3)
Resolution	* Resolved
Cause	Customer Change

Ticket Custom Fields	
Requestor	(b)(3)
Phone Number	(b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change

Approved for Release: 2017/03/08 C06228940

Approved for Release: 2017/03/08 C06228940

Ticket Custom Fields	
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228940

(b)(3)

From: (b)(3)
Sent: Friday, June 20, 2014 6:12 PM
Subject: Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server (b)(3) (b)(3)

Importance: High

CLASSIFICATION: **UNCLASSIFIED**

(b)(3)

Ticket Properties	
Description	OTHER: Restore server
Ticket Note [tbiechlin@]	Sorry I read an old message. For get that last comment.
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	
Last Modified	2014-06-20 18:11:34
Modified By	

(b)(3)

(b)(3)

(b)(3)

(b)(3)

Approved for Release: 2017/03/08 C06228941

Ticket Time	
Time Since Last Modified	None
Current Ticket Age	6 days, 17 hours, 44 minutes, 7 seconds
Ticket Custom Fields	
Requestor	
Phone Number	
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

(b)(3)
(b)(3)

Approved for Release: 2017/03/08 C06228941

(b)(3)

From: (b)(3)
Sent: Friday, June 20, 2014 6:10 PM
Subject: Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server (b)(3) (b)(3)

Importance: High

CLASSIFICATION: UNCLASSIFIED

(b)(3)

Ticket Properties	
Description	OTHER: Restore server
Ticket Note [tbiechlin@]	Back updo you mean web files or
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	
Last Modified	2014-06-20 18:09:48

(b)(3)

(b)(3)

(b)(3)

Approved for Release: 2017/03/08 C06228942

Ticket Time	
Modified By	[redacted] (b)(3)
Time Since Last Modified	1 second
Current Ticket Age	6 days, 17 hours, 42 minutes, 22 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228942

This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.

From: [redacted]
Sent: Fri 6/20/2014 5:32 PM
To:
Cc:
Subject: [redacted] Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: cia\oia | OTHER: Restore Server [redacted]

(b)(3)

(b)(3)

CLASSIFICATION: UNCLASSIFIED

[redacted]

(b)(3)

Ticket Properties	
Description	OTHER: Restore server ciafoiaweb01
Ticket Note	[redacted]

(b)(3)

Approved for Release: 2017/03/08 C06228943

Ticket Properties	

(b)(3)

Approved for Release: 2017/03/08 C06228943

Approved for Release: 2017/03/08 C06228943

Ticket Properties	
	[redacted] (b)(3)
	The requested URL "@path" was not found on this server.
	[redacted] (b)(3)
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major

Approved for Release: 2017/03/08 C06228943

Ticket Properties	
Ticket Queue	
Assigned User	(b)(3)
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General

Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	(b)(3)
Last Modified	2014-06-20 17:30:46
Modified By	(b)(3)
Time Since Last Modified	59 seconds
Current Ticket Age	6 days, 17 hours, 4 minutes, 18 seconds

Ticket Custom Fields	
Requestor	(b)(3)
Phone Number	(b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 5:23 PM
Subject: [redacted] Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server [redacted] (b)(3) (b)(3)

Importance: High

CLASSIFICATION: **UNCLASSIFIED**

[redacted] (b)(3)

Ticket Properties	
Description	OTHER: Restore serve [redacted] (b)(3)
Ticket Note [redacted]	[redacted] (b)(3) I am the DBA and I have a few questions: Can you confirm that the issues are not with the application but actually the database? if the issue is with the Db, then restoring to a point where things are working will resolve the issue Here are the steps: Please make a backup of the database on prod. Use a full backup from the mirror and restore it to the prod. Test the DB and then restart the application. if you have any questions let us know. [redacted] (b)(3)
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	[redacted] (b)(3)
Assigned User	[redacted] (b)(3)
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General

Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	[redacted] (b)(3)
Last Modified	2014-06-20 17:22:22
Modified By	[redacted] (b)(3)
Time Since Last Modified	None
Current Ticket Age	6 days, 16 hours, 54 minutes, 55 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228945

This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.

From:
To:
Cc:
Subject: [redacted] ticket ID: 539275 Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server [redacted]

Sent: Fri 6/20/2014 3:44 PM

(b)(3)

(b)(3)

CLASSIFICATION: UNCLASSIFIED

(b)(3)

Ticket Properties	
Description	OTHER: Restore server [redacted]
Ticket Note	[redacted] called in again and stated....So the mirror server is working but the main server is not..... we are getting a 404 error. Can we copy a server over to the main?
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	[redacted]
Assigned User	[redacted]
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27

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Approved for Release: 2017/03/08 C06228945

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Ticket Time	
Created By	[redacted] (b)(3)
Last Modified	2014-06-20 15:43:17
Modified By	[redacted] (b)(3)
Time Since Last Modified	None
Current Ticket Age	6 days, 15 hours, 15 minutes, 50 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228945

This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.

From:
To:
Cc:
Subject: [redacted] Ticket [ID: 539275] Updated] Status: Sev 2 / Major / Open] Organization: ciafola] OTHER: Restore Server [redacted]

Sent: Fri 6/20/2014 1:54 PM

(b)(3)

(b)(3)

CLASSIFICATION: UNCLASSIFIED

(b)(3)

Ticket Properties	
Description	OTHER: Restore server [redacted]
Ticket Note	[redacted] is looking into this issue and does not see a problem with doing a restoer back 14 days. She will update the ticket in about the next hour with the neccessary information that she will need to execute this issue.
Organization	ciafola
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	[redacted]
Assigned User	[redacted]
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General

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Approved for Release: 2017/03/08 C06228946

Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	[redacted] (b)(3)
Last Modified	2014-06-20 13:53:42
Modified By	[redacted] (b)(3)
Time Since Last Modified	1 second
Current Ticket Age	6 days, 13 hours, 26 minutes, 16 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228946

Approved for Release: 2017/03/08 C06228947

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:30 AM
Subject: [redacted] Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server [redacted] (b)(3) (b)(3)

Importance: High

CLASSIFICATION: UNCLASSIFIED

[redacted] (b)(3)

Ticket Properties	
Description	OTHER: Restore server [redacted] (b)(3)
Ticket Note [tbiechlin@]	from the last dump.
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	--
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	[redacted] (b)(3)
Last Modified	2014-06-20 11:29:08
Modified By	[redacted] (b)(3)

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Ticket Time	
Time Since Last Modified	None
Current Ticket Age	6 days, 11 hours, 1 minute, 41 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228947

Approved for Release: 2017/03/08 C06228948

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 11:27 AM
Subject: [redacted] Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server [redacted] (b)(3) (b)(3)

Importance: High

CLASSIFICATION: UNCLASSIFIED

[redacted] (b)(3)

Ticket Properties	
Description	OTHER: Restore server [redacted] (b)(3)
Ticket Note [tbiechlin@]	from the last dump.
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	--
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	[redacted] (b)(3)
Last Modified	2014-06-20 11:26:23
Modified By	[redacted] (b)(3)

Approved for Release: 2017/03/08 C06228948

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Ticket Time	
Time Since Last Modified	None
Current Ticket Age	6 days, 10 hours, 58 minutes, 56 seconds
Ticket Custom Fields	
Requestor	[redacted] (b)(3)
Phone Number	[redacted] (b)(3)
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
iRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

Approved for Release: 2017/03/08 C06228948

C06228949 Approved for Release: 2017/03/08 C06228949

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(b)(3)

From:
Sent: Friday, June 20, 2014 11:26 AM
Subject: Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server

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(b)(3)

Importance: High

CLASSIFICATION: UNCLASSIFIED

(b)(3)

Ticket Properties	
Description	OTHER: Restore server
Ticket Note [tbiechlin@]	what if I did a complete restore of the would that work?
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	--
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	
Last Modified	2014-06-20 11:25:36

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Approved for Release: 2017/03/08 C06228949

Ticket Time	
Modified By	
Time Since Last Modified	None
Current Ticket Age	6 days, 10 hours, 58 minutes, 9 seconds

(b)(3)

Ticket Custom Fields	
Requestor	
Phone Number	
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
IRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

(b)(3)

(b)(3)

Approved for Release: 2017/03/08 C06228950

From:
Sent: Friday, June 20, 2014 10:06 AM
Subject: Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server
Importance: High

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(b)(3)

CLASSIFICATION: UNCLASSIFIED

(b)(3)

Ticket Properties	
Description	OTHER: Restore server
Ticket Note [jgoode]	Hello Per our phone conversation, I am transferring this to our DBA team to help investigate this issue. Regards,
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	
Assigned User	--
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General
Ticket Time	
Ticket Creation	2014-06-14 00:27:27

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Approved for Release: 2017/03/08 C06228950

Ticket Time	
Created By	
Last Modified	2014-06-20 10:05:31
Modified By	
Time Since Last Modified	1 second
Current Ticket Age	6 days, 9 hours, 38 minutes, 5 seconds

Ticket Custom Fields	
Requestor	
Phone Number	
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
Ref	--
CD	--
vcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

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or Release: 2017/03/08 C06228950

Approved for Release: 2017/03/08 C06228951

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, June 20, 2014 6:44 AM
To: [redacted] (b)(3)
Subject: FOIA web site is down

Hello [redacted] (b)(3)

After working on the FOIA website from 9:30 pm til 6:30am the update was unsuccessful. The site is unresponsive to any of my database backups and [redacted] efforts. I was on the phone through the night with (b)(3)
an engineer [redacted] We even restored all of the servers from June 12, 2014 to make sure it was a clean (b)(3)
restore of the web site. [redacted] and I are working to get the site back. Restoring all the servers should have (b)(3)
fixed the problem. I have never had a site not be OK after a [redacted] dump back up restore. Especially after a
complete server reinstall of all the servers that we have [redacted] I will be in today to continue to work on (b)(3)
this. This site continues to have problems.

[redacted] (b)(3)

Approved for Release: 2017/03/08 C06228951