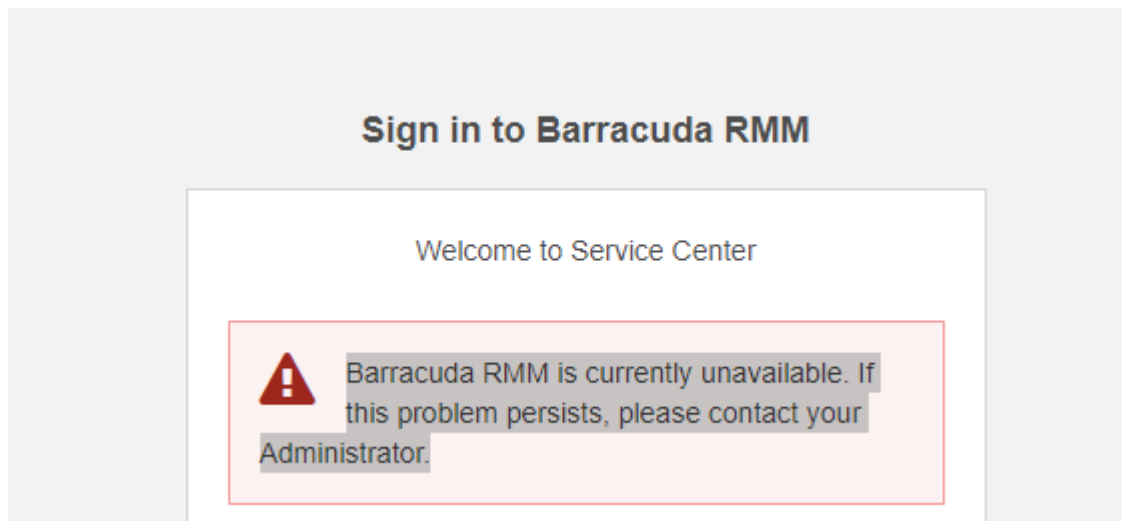


Incident Response

Incident Date(s): 7/27//2023

Description: Matrixforce Support reported that Barracuda RMM was unavailable at approximately 7:30am.



Update: Service Center became back online by approximately 10am CDT.

Response: Support immediately:

- Contacted Barracuda MSP and confirmed the service was offline from an update the previous night with no ETA of being online.
- Switched any necessary remote support during the outage will utilize LogMeIn Rescue.
- Published this incident response on our website, blog, and social media:

[Incident Response \(matrixforce.com\)](#)

[Incident Response Readiness – Matrixforce Pulse](#)

[Incident Response Beforehand | LinkedIn](#)

Matrixforce systems operate on cloud computing, unaffected by catastrophic events in the region. Matrixforce employees have two-factor, secure access to communications and data to support clients anywhere there is Internet access, during normal and emergent conditions. [Matrixforce Resources](#)