

←
**Attention please -High Bandwidth Spike**  
CLOSED #191104-ord-0000904 (906816) Jenkins project

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**Monday, November 4th**

**Debbie C.** 2:27 PM (2 months ago)  
 Racker

Hello Jenkins project,

We wanted to quickly reach out to you regarding your recent bandwidth usage, which has been fairly high. We hope that this is the direct result of greater business activity, testing, or a marketing campaign. However, if this is not the case and you're not expecting any sort of higher traffic then we recommend you look into the server to ensure that you have not been compromised in some way.

We wanted to provide you with some additional information in the event that you feel your outgoing bandwidth is not legitimate.

Service Impacted:  
 14674c4f-d450-4eba-b006-df1c5a56803a okra NOVA

At Rackspace we secure our networks using IDSs, firewalls, and constant monitoring, however, you are responsible for the security of your individual cloud server. Since we cannot log on to your server to provide updated software, server patches, etc., Rackspace is not responsible to you for unauthorized access to your data or the unauthorized use of the Services unless the unauthorized access or use results from Rackspace's failure to meet its security obligations set forth in the Agreement. You are responsible for the use of the Services by any employee of yours, any person you authorize to use the Services, any person to whom you have given access to the Services, and any person who gains access to your data or the Services as a result of your failure to use reasonable security precautions, even if such use was not authorized by you.

Reviewing the server logs may shed some light on the type of traffic that is leaving the server that way you can assess it to determine what is legitimate and what is not. Regrettably, we are not able to provide direct server troubleshooting support since we do not have access to your server.

Outside of cycling out passwords, we also suggest that you look into malware detection software like Maldet (Linux) or Sophos (Windows) and a bandwidth monitor such as VNStat or New Relic. These have been recommended by our support team to other customers that came across this same issue. The Usage Section in our control panel will also show your current outgoing bandwidth charges but the monitors above can let you know exactly which server is putting up what kind of bandwidth.

Please let us know if you have any questions.

Kind Regards,  
 Debbie Christy  
 Account Manager  
 Rackspace Cloud  
 1-855-348-9062

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