

Zimbra

martha.salazar@co.hidalgo.tx.us

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**Fwd: Website DOS attack prevention services, synopsis.**

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**From :** Renan Ramirez <renan.ramirez@co.hidalgo.tx.us>  
**Subject :** Fwd: Website DOS attack prevention services, synopsis.  
**To :** Martha Salazar <martha.salazar@co.hidalgo.tx.us>

Wed, Aug 03, 2016

2 at

Marty,

Please see attached!

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**Renán Ramirez**

Chief Information Officer  
County of Hidalgo, Texas  
956-289-7444

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**From:** "Renan Ramirez" <renan.ramirez@co.hidalgo.tx.us>  
**To:** "Martha Salazar" <martha.salazar@co.hidalgo.tx.us>  
**Cc:** "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>, "Lisa Houston" <houston@civicplus.com>  
**Sent:** Thursday, July 21, 2016 1:52:49 PM  
**Subject:** Website DOS attack prevention services, synopsis.

Marty,

As per our conversation this week, these are the events that led to us requesting the DOS services through CivicPlus.

The week after the New Year holidays we were informed by our website hosting vendor, Civic Plus that our website was under a [Denial of Service](#) attack. Civic Plus suggest we allow them to purchase under the DDOS protection services, to which I agreed. My sole priority at that point in time was to prevent the County website from being taken down. I take full responsibility for not realizing the impact on invoicing and procurement this would result in.

I am requesting your assistance in getting these services procured and paid for, please let me know if this is enough of a synopsis.

I have attached a snap shot of the email from earlier this year from Jim Flynn from Civic Plus

**RE: Follow up**

January 7, 2016

From: [Jim Flynn](#)  
To: [Alaina Coffee](#)  
Cc: [Renan Ramirez](#) [Kayla Maldonado](#)  
Tags: [website hack](#) ×

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Good morning, sorry for the delay on this.

Starting around 7:23 AM on 12/27/15, an attack targeting your IP address began. This attack was about 10Gb was a combination DNS and NTP Reflection attacks. Attacks continued throughout the morning, and adapted techniques.

At about 5:50 AM on 12/31/15, an attack targeting your IP address returned. This attack was approximately 9 DDoS attack. Around 8:30, a very large attack of about 80Gps targeted your site. This was also a combination NTP Reflection, Application Layer attacks, and so on. At this point, we blocked all traffic to the site got setup our advanced security package and the production URL has stayed online.

My understanding is that there is work to be done to get your primary domain setup. Let us know if we can be of assistance.

Let us know if you have any additional questions.

Thanks

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**Jim Flynn, CivicPlus**

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Thank you!

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**Renán Ramirez**  
Chief Information Officer  
County of Hidalgo, Texas  
956-289-7444

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**From:** "Martha Salazar" <martha.salazar@co.hidalgo.tx.us>  
**To:** "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>  
**Cc:** "Renan Ramirez" <renan.ramirez@co.hidalgo.tx.us>  
**Sent:** Wednesday, July 6, 2016 3:17:16 PM  
**Subject:** Re: Message from "RNP002673841C48"

Ms. Edna [SIC]:  
What part of the contract applies to these charges? Do you know?  
Marty

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From: "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>  
To: "martha salazar" <martha.salazar@co.hidalgo.tx.us>  
Cc: "Renan Ramirez" <renan.ramirez@co.hidalgo.tx.us>  
Sent: Wednesday, July 6, 2016 3:09:27 PM  
Subject: FW: Message from "RNP002673841C48"

Marty,

I have attached the bills as of January to June 2016 along with the Discrepancy Letter from the Auditors.

Regards,

Edna Kirby

edna.kirby@co.hidalgo.tx.us <mailto:medna.kirby@co.hidalgo.tx.us>

Administrative Assistant II

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Hidalgo County, Texas <<http://www.co.hidalgo.tx.us/>>

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From: Martha Salazar [mailto:martha.salazar@co.hidalgo.tx.us]  
Sent: Wednesday, July 06, 2016 2:02 PM  
To: Renan Ramirez <renan.ramirez@co.hidalgo.tx.us>; Elena Gomez <elena.gomez@co.hidalgo.tx.us>



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**File**  
Name: **854904.9950000001**  
Size: **79 KB**  
Type: **application/pdf**  
Date: **2016-08-03 11:58 AM**

Send feedback to the help desk.  
Having trouble viewing an attachment? We're sorry you can't view this attachment. It may be a file type that is not supported by your browser, or it may be a corrupted file.  
To view this file, you may need to download it to your computer and open it with a supported application. For more information, see the help desk.  
We understand that there is nothing to get your primary business done, but we know of no way to fix any attachment.  
Let us know if you have any additional questions.  
Please:

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**79 KB**



**Quotation\_8539\_1468853667992.pdf**  
**32 KB**