

26-Jun-18

Subject: .MY (Malaysia) DNSSEC Failure

Issue: .MY domain could not validate with DNSSEC.

Date: 16 June 2018

Status: Complete. An emergency change request was executed outside of regular business hours for the DNS root zone to add new security data for .MY that restored service.

Summary:

A root zone change request was lodged on Saturday 16 June at 0136 UTC. At that time, the Customer called the 24x7 emergency line and spoke with PTI staff. We worked with the Customer and our root zone management partners to expedite processing. The emergency request was implemented on 16 June at 0424 UTC.

Conclusion:

There were reported and observable DNSSEC failures due to a mismatch between the signing key for .MY and the “delegation signer” (DS) record in the root zone. A matching DS record is required at all times for keys to be validated correctly. PTI staff responded promptly on a Friday night (Los Angeles time) and the emergency change request was executed within the established SLAs.