

From: [REDACTED] </O=ITHAKA/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=[REDACTED]>
Sent: Monday, October 11, 2010 10:19 AM
To: [REDACTED] <[REDACTED]@ithaka.org>; [REDACTED] <[REDACTED]@ithaka.org>; [REDACTED] <[REDACTED]@ithaka.org>
Subject: RE: MIT Denied Access to JSTOR

Thanks.
[REDACTED]

From: [REDACTED]
Sent: Monday, October 11, 2010 9:48 AM
To: [REDACTED]
Subject: RE: MIT Denied Access to JSTOR

Good Morning,

I was in touch with [REDACTED] (Our Primary at MIT) & [REDACTED] ([REDACTED]) on the 25th/26th. [REDACTED] reached out to [REDACTED] last night and [REDACTED] response was...

Thank you, [REDACTED]. Your action was entirely appropriate, and I appreciate your courtesy in letting me know. It is infuriating that MIT's security appears unable to stop this pattern. We will redouble our efforts to solve the problem. --
[REDACTED]

From: [REDACTED]
Sent: Monday, October 11, 2010 9:40 AM
To: [REDACTED]
Subject: RE: MIT Denied Access to JSTOR

Thanks for this information [REDACTED]. I'd like to hear updates as they occur, especially if/when MIT contacts you again. When you addressed the issue on 9/25-26, who were you dealing with?

From: [REDACTED]
Sent: Sunday, October 10, 2010 9:08 PM
To: [REDACTED]
Subject: MIT Denied Access to JSTOR

Good Evening,

Yesterday afternoon, [REDACTED] reported to me that they were blocking all of MIT's IP addresses from access to JSTOR. A robot was starting a session, downloading a PDF, starting a new session, downloading a PDF ad infinitum and rapidly causing 1/2 of the Manchester servers to bog down and require restart, affecting other users.

This activity from MIT was first noticed on 9/25 and 9/26 and a smaller range was blocked at that time. We addressed the issue with MIT, they asserted a visiting scholar was responsible and that it would not recur. It recurred yesterday. [REDACTED] is summarizing both events and progress against that summary can be tracked here [OPS-1843](#). I notified MIT of the recurrence and suspension directly and am awaiting their response.

[REDACTED], [REDACTED], and [REDACTED] are aware of this issue as are [REDACTED] and [REDACTED]. [REDACTED] rightly pointed out that I should loop all of you in as there may be some knock on effects for publisher stats and institutional stats. The volume of material downloaded in both cases was sizeable, but [REDACTED] will report on the details of both volume and affected journals.

The main takeaway is that MIT has one of the few allocated Class A IP ranges in the world and all of these IPs are suspended from accessing JSTOR at the firewall. It is the largest suspension of IPs in JSTOR history as far as I am aware and was caused by a very successful robot employing a new abuse pattern, which we will need to address. I will be sure to loop you in on future conversations to follow in the coming days.

I am not hearing any complaints from users through any of our feedback channels. Please let me know if you have any questions and I'll be glad to field them.

Best,

[REDACTED]
[REDACTED]

JSTOR | Portico

[REDACTED]@ithaka.org

[REDACTED]