

8/31/22 5pm ET – 8/22-8/23/22 Event Update: Event Summary, Root Cause Analysis and Corrective Actions Released

QuickLaunch has published an Event Summary including an analysis of the event on 8/22-8/23/22, Root Cause Analysis of the Service Disruption and Corrective Actions taken and planned. The Event Summary has been sent to you via email and/or as an update to your Service Ticket. If you still haven't received a copy of the Event Summary, please create a Service Ticket.

QuickLaunch Services Major Update: QuickLaunch Services Restoration Plan – Saturday, August 27th 5 AM ET

The activity planned for 4 AM ET, 27 August 2022 has been completed. Please be advised that all QuickLaunch services including PWMS, AMFA, FTU and Custom Design & Branding are back up and running as of 5 AM ET, 27 August 2022. The systems are under observation. The QuickLaunch team will continue to monitor all systems and provide updates through the course of the day.

QuickLaunch Service Restored/Updated through Plan of Action

QuickLaunch Service	Plan of Action/Activity Description	IDP and Single Sign-On	Password Manager (PWMS)	Adaptive MFA	First Time Users (FTU)	Custom Design & Branding	Activity Date	Activity Time	Downtime Required	Activity Status
Service Patches User Access Manager 8.12.1 Patch	API's timeouts reduced so that login page request doesn't fail	Yes	No	No	No	No	8/23/2022	3:45 PM ET	Yes	Completed
Admin 8.12.2 Patch	This patch addresses blank page problem throwing script error while accessing thick client apps such as Microsoft Office 365 desktop apps (Teams, Outlook etc.) and few VPN clients.	Yes	No	No	No	No	8/24/2022	5:15 PM ET	No	Completed
PWMS 8.12.3 Patch	Improvements - Asynchronous calls to elastic search, reduced time-outs on HTTP calls.	No	Yes	No	No	No	8/26/2022	3:00 AM ET	No	Completed
Restoration of Password Manager (PWMS), Adaptive Multi Factor Authentication (AMFA), First Time User (FTU) and Custom Design and branding										
Phase 1: Migrating Elastic Search from dockerized cluster to AWS EC2 cluster	Elastic Search on dedicated EC2 Cluster.	No	Yes	Yes	Yes	No	8/26/2022	3:00 AM ET	No	Completed
Phase 2: Elastic Search data migration from dockerized cluster to AWS EC2 cluster	Elastic Search data migration	No	Yes	Yes	Yes	No	8/26/2022	4:30 AM ET	No	Completed
Phase 3: Configuring Elastic Search analytics and services to capture Elastic Search data into AWS EC2 cluster	Elastic Search Configuration	No	Yes	Yes	Yes	No	8/26/2022	4:30 AM ET	No	Completed
Phase 4: Scale PWMS AWS EC2 infrastructure and enhance PWMS API's to sustain high latency	Performance improvement	No	Yes	No	No	No	8/26/2022	5:00 AM ET	No	Completed
Phase 5: Re-enable PWMS, AMFA, FTU and Custom Design & Branding	Complete QuickLaunch Services restoration	No	Yes	Yes	Yes	Yes	8/27/2022	4:00 AM ET	No	Completed