

QuickLaunch identity & integration
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QuickLaunch RCA (02/08/2024)



Incident I

Location of the Issue:	QuickLaunch
Issue Reported Time:	Feb 08th, 2024, 10:05 AM ET
Issue Resolution Time:	Feb 08th, 2024, 10:15 AM ET
Severity:	Priority1
Business Impact:	Slow logins (Intermittent)
Root Cause Analysis	<p>One of the internal AWS load balancers responsible for routing traffic (Elasticsearch) were responding with a delayed response.</p> <p>During this period certain users experienced slow load times of the login pages and the login experience was degraded.</p>
Corrective Actions	The issue was mitigated by removing the problematic machine and re-routing the traffic to the healthy peer servers for processing which resolved the issue.
Resolution	We have added monitoring and alerting for the condition that triggered this event and will be able to take corrective action before there is an impact to system performance.

Incident II

Location of the Issue:	QuickLaunch
Issue Reported Time:	Feb 08th, 2024, 1:15 PM ET
Issue Resolution Time:	Feb 08th, 2024, 2:26 PM ET
Severity:	Priority1
Business Impact:	Slow logins
Root Cause Analysis	One of the elastic indices was found in degraded state due to slow response times. During this period some users experienced slow load times on the login page.
Corrective Actions	<p>We brought a new elastic search index online and restarted related services.</p> <p>Bringing the new search index online and restarting related services took some time to rebuild the search index resulting in slow logins for some users.</p> <p>Once the elastic search index and related services were brought online services were performing as expected.</p>
Resolution	We have added rolling indices as well as additional monitoring and alerting for the condition that triggered this event and will be able to take corrective action before there is an impact to system performance.