

QuickLaunch identity & integration  
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# QuickLaunch RCA (03/02/2024)



<b>Location of the Issue:</b>	QuickLaunch
<b>Issue Reported Time:</b>	March 02nd, 2024, 09:30 PM ET
<b>Issue Resolution Time:</b>	March 02nd, 2024, 10:02 PM ET
<b>Severity:</b>	Priority1
<b>Business Impact:</b>	Gateway Timeout Error
<b>Root Cause Analysis</b>	<p>We have conducted a detailed analysis and discovered that one of the Identity nodes became hung due to excessive load. As part of the automated cleanup process, the procedures designed to clean up the Identity/temp table also became hung. Additionally, investigation revealed that one of the internal load balancers responsible for routing caching and analytics processing traffic became sluggish, resulting in the inability to route requests to the respective servers. Consequently, this issue caused slow queries and gateway timeouts for requests directed to this specific node during the affected time.</p> <p>As a result of these issues, certain users experienced timeout errors and login functionality was impacted.</p>
<b>Corrective Actions</b>	<p>The issue was mitigated by running the auto cleanup procedures, resulting in stabilization of the specific node that was previously sluggish. Following validation, everything is now functioning properly.</p> <p>We have continuously monitored the system since then and have observed no slow queries. The system remains stable and is operating as expected.</p>