

QuickLaunch identity & integration
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QuickLaunch RCA (03/15/2024)



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| Location of the Issue: | QuickLaunch |
| Issue Reported Time: | March 15th, 2024, 10:45 AM ET |
| Issue Resolution Time: | March 15th, 2024, 11:03 AM ET |
| Severity: | Priority1 |
| Business Impact: | 504 Gateway Timeout Error |
| Root Cause Analysis | <p>One of the front-end servers responsible for authentication services began to have slow responses to the loadbalancer which caused gateway timeouts for some users.</p> <p>During this period some users experienced timeout errors and logins were affected.</p> |
| Corrective Actions | <p>The issue was identified as insufficient threads for authentication processes and mitigated by adding additional allocated threads. After configuration and testing, the system is performing within acceptable tolerances.</p> <p>We have added additional monitoring to the system, and the system is performing well within performance tolerances.</p> |