

September 19, 2022

Root Cause Analysis & Mitigation Plan



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Summary

Incident date: September 19, 2022

Affected software modules: Piano CCE

Affected environment or location: All regions

Incident scope: Partial outage

Incident duration: 3 hrs 20 mins

Impact

Incident severity: Medium

Impact description: Unable to save/edit CCE modules

Impact summary:

Customers trying to save or edit modules in the CCE UI were shown an error, “*Backend temporarily unavailable*”. The same error was also displayed when trying to load the “*presentation & display*” section of a CCE module

Root cause

The machines in our Germany data centre which are required to edit and preview CCE widgets were automatically taken offline by our resource scheduler incorrectly.

This was due to a misconfigured change which was deployed to our widget server service initiation scripts.

Incident timeline

Minutes/Hours	Date / Time (UTC)	Description
0	September,19 14:12 PM	Piano Support team started receiving Client's tickets about the issue
2 hrs	September,19 16:12 PM	The issue was escalated to Dev team
3 hrs 6 mins	September,19 17:18 PM	The cause of the issue was identified
3 hrs 20 mins	September,19 17:32 PM	The issue was fixed. Service incident is resolved.

Piano solutions and corrective measures

Measure 1: Improved monitoring and alerting of these servers

Status: Open

Estimated delivery date: September 30, 2022

Measure 2: Improvement of internal escalation & handling process in order to speed up the resolution in future

Status: Planned

Estimated delivery date: October, 2022

piano

THE ANALYTICS AND ACTIVATION PLATFORM

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