

October 04-October 07, 2022

Root Cause Analysis & Mitigation Plan



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Summary

Incident date: October 04 – October 07, 2022

Affected software modules: CCE

Affected environment or location: All locations

Incident scope: Partial outage

Incident duration: 3 days

Impact

Incident severity: Medium

Impact description: Unable to update campaigns using the UI

Impact summary: Customers using the UI were unable to edit any campaign (they were still able to edit them manually, by editing the JSON definition)

Root cause

We recently made a major improvement to the way we process segments. One of the migration steps was to change our widget server to lookup segments from this new solution. This required us to add a new field to the widget content settings.

The UI has some validation to compare the settings that it sends to the backend with the settings that are returned. If there is a mis-match (in this case, we were returning the new field), it thinks the user has manually changed something and marks it as read only.

Incident timeline

Minutes	Date / Time (UTC)	Description
	October, 04 15:35 PM	The Piano Support team started receiving the Client's report on the issue and began their investigation
	October, 05 12:33 PM	The issue was escalated to the R&D team
	October, 07 17:40 PM	The issue is fixed. Service Incident is over.

Piano solutions and corrective measures

Measure: Fix the validation in the CCE GUI to accept the
new field

Status: Complete

Estimated delivery date: October 07, 2022

piano

THE ANALYTICS AND ACTIVATION PLATFORM

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