

Root Cause Analysis & Mitigation Plan

February 17, 2023



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Summary

Incident date: February 17, 2023

Affected software modules: Insight

Affected environment or location: All Clients

Incident scope: partial outage

Incident duration:

Outage in Tokyo lasted 9 mins, affecting traffic from users in APAC region.
We recovered globally after 3 hrs.

Impact

Incident severity: Major

Impact description:

Between 15:06-15:15 UTC we were not able to receive traffic from users located in the APAC region. This traffic did not reach our data centre in Tokyo and unfortunately is not recoverable.

The incident also caused a delay in our data replication, which affected all customers in all regions. Between 15:06 and 18:10, all customers experienced events delayed by up to 40 mins on some Insight widgets. APAC customers experienced events delayed by up to 2 hours.

Root cause

Our data centre provider in Tokyo reported major network connectivity issues between Asia and Germany, due to transpacific cable congestion, caused by subsea cable faults.

Due to the issue above, between 15:06 - 15:15 UTC, the endpoint we receive traffic (scomcluster.cxense.com) was completely unavailable in Tokyo, which resulted in us failing to receive data during the period.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	15:06 PM	Start of network issues in Tokyo; scomcluster.cxense.com unavailable
4	15:10 PM	Support team escalated the issue to the R&D team
10	15:16 PM	scomcluster.cxense.com available again, but network connectivity between Tokyo and Europe is still slow and events are 40 mins late arriving in Insight for all customers, and up to 2 hours delayed for some APAC customers
3 hrs 4 mins	18:10 PM	Incident over. Some minor recovery issues remained afterwards, which we don't think were visible to customers

Piano solutions and corrective measures

1. The 10 min outage of comcluster, which resulted in data loss was due to a major internet infra problem outside our control. We already have manual procedures in place to failover to other data centres in the event of a major data centre outage, but this also takes some time to implement and take effect (likely more than 10 mins)

Status: Done

2. We should immediately notify customers whenever we know/suspect that we have lost data during an outage

Status: Planned

Estimated delivery date: Q1, 2023



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ANALYTICS + ACTIVATION

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