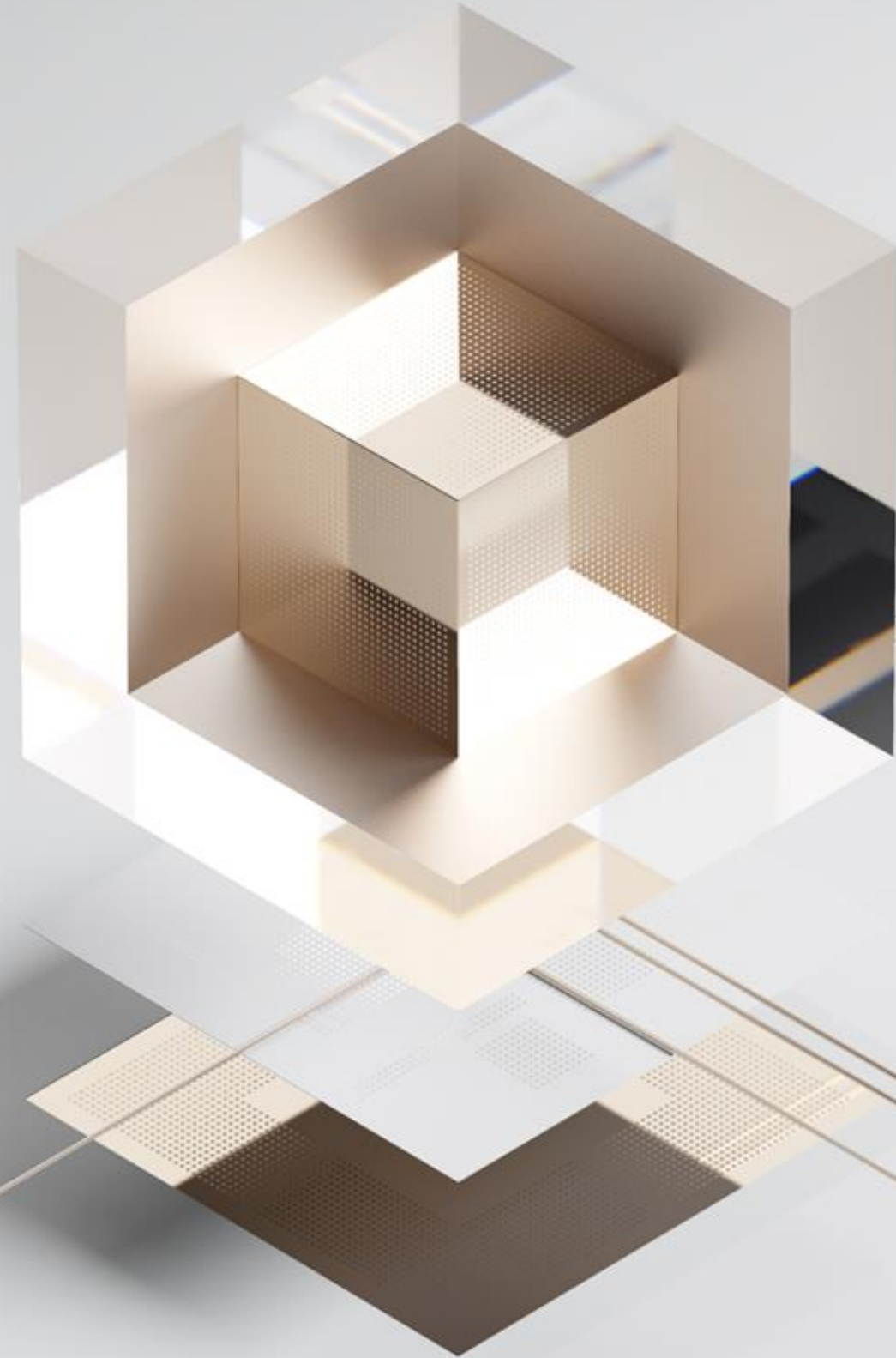March 26, 2024

Root Cause Analysis & Mitigation Plan

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Agenda

Incident summary

Incident impact

Root cause analysis

Incident timeline

Piano solutions

Summary

Incident date

March 26, 2024 03:22 UTC

Affected software modules

Composer/Content/Search

Affected environment or location

Customers in APAC area

Incident scope

Partial outage

Incident duration

49 minutes

Impact

Incident severity

High

Impact description

Search requests and recommendation widget requests were failing.

API failures in:

- public/widget/data

- /document/search

- profile/user/segment

Root cause

Beginning at 03:22 UTC, we saw an organic spike in traffic in the APAC region, hitting our Tokyo data center.

Our front end load balancers were not configured to handle this abnormally high number of requests per second, which led to port exhaustion between our frontend and our backend servers in Tokyo.

We have since increased the number of available ports per server in Tokyo and have added additional logging and monitoring in case we need to take further action.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	26/03 03:22	Incident started,
49	26/03 04:11	Incident resolved.

Piano solutions and corrective measures

Increase number of ports per load balancer in Tokyo data center

Status

Done

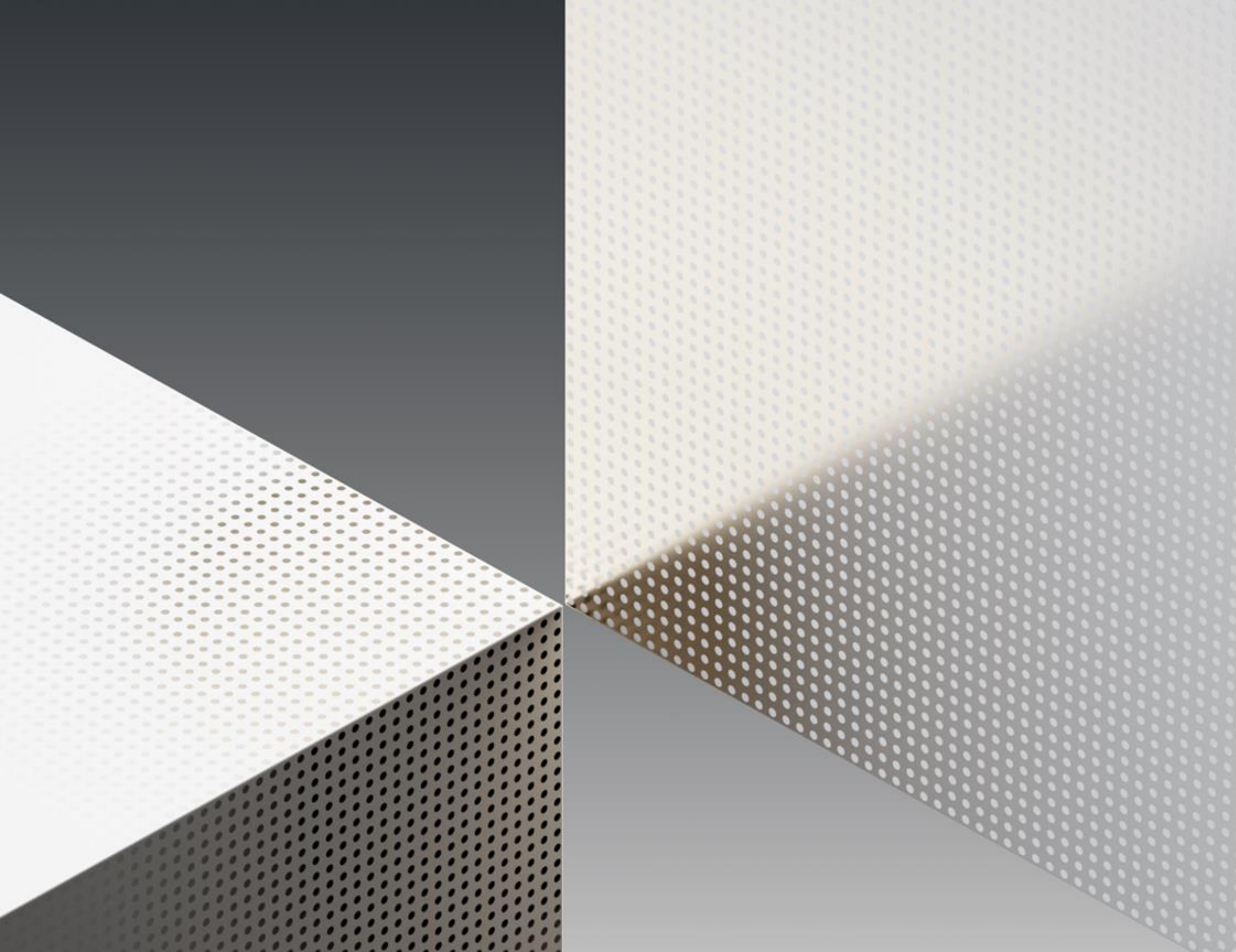**Estimated delivery date**

APR 27, 2024

Improve logging and monitoring of load balancers in Tokyo

Status

Done

Estimated delivery date

APR 27, 2024

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ANALYTICS + ACTIVATION

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