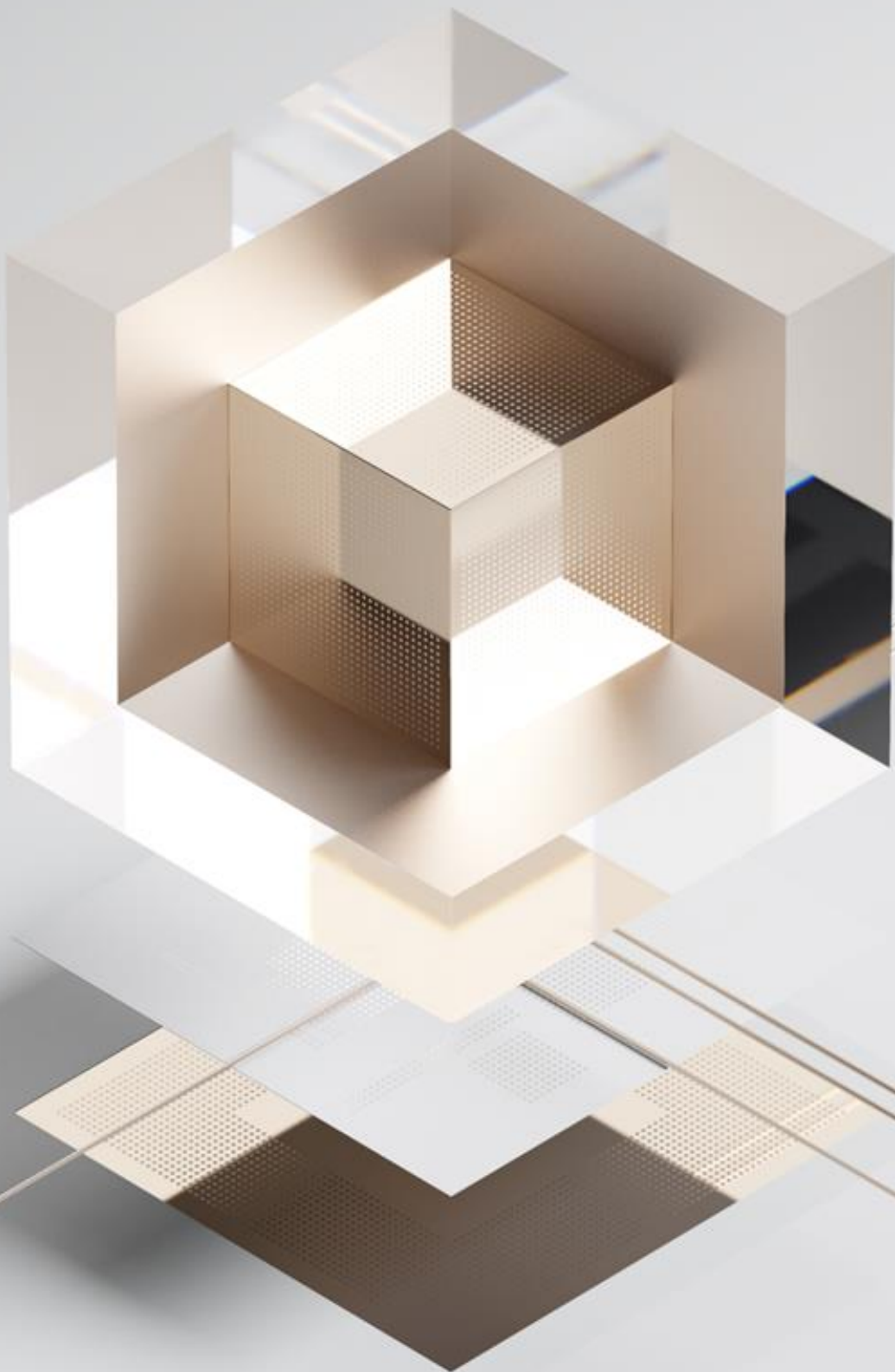


December 12, 2024

Root Cause Analysis and Mitigation Plan



Agenda

Incident summary

Incident impact

Root cause analysis

Incident timeline

Piano solutions

Summary

Incident date

December 12, 2025

Affected software modules

VX checkout

Affected environment or location

EU region

Incident scope

Partial outage for a set of clients

Incident duration

136 minutes

Impact

Incident severity

High

Impact description

Switching between payment methods on checkout wasn't working for some applications

Root cause

On December 12, 2024 07:07 UTC, Piano released a payment component update. When it became clear that the update had stopped users' ability to switch payment methods on some applications, Piano rolled back the release.

Piano's investigation showed that some clients had removed the `'desktop'` directive, which is used in the default template version. This directive determines the display of a web page based on the type of the device (e.g. laptop or mobile) on which it is open. After the release, the payment method selector stopped working properly for applications that had made that change.

When the investigation was completed, the team prepared a fix that took that kind of customization into account. After some thorough testing on a test environment and customer data, the fix was released.

Prior to the release, the update had gone through the standard QA process for checkout components. After the release, the development team watched the monitors of user activity and did not detect any deviations because these monitors show the general dynamics across the environment, but not of a particular application.

To prevent similar incidents from happening in the future, the team will explore the ability to develop an alerting system that monitors checkout activity deviations for individual applications in addition to the ones that already exists across the environment.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	07:07	Release
47	07:54	Client complaint received and handed over to the relevant development team
113	09:00	The team started investigating and a roll back was requested
136	09:23	Rollback completed, issue resolved

Piano solutions and corrective measures

Alerting system for individual applications

Status

Planned

Estimated delivery date

Q2 2025

The background of the slide is an abstract composition of geometric shapes and patterns. It features several triangular and quadrilateral sections. Some sections are solid dark grey or black, while others are filled with a halftone dot pattern. The dots vary in density and color, including white, light grey, and dark grey, creating a sense of depth and texture. The overall effect is modern and minimalist.

piano

ANALYTICS + ACTIVATION

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