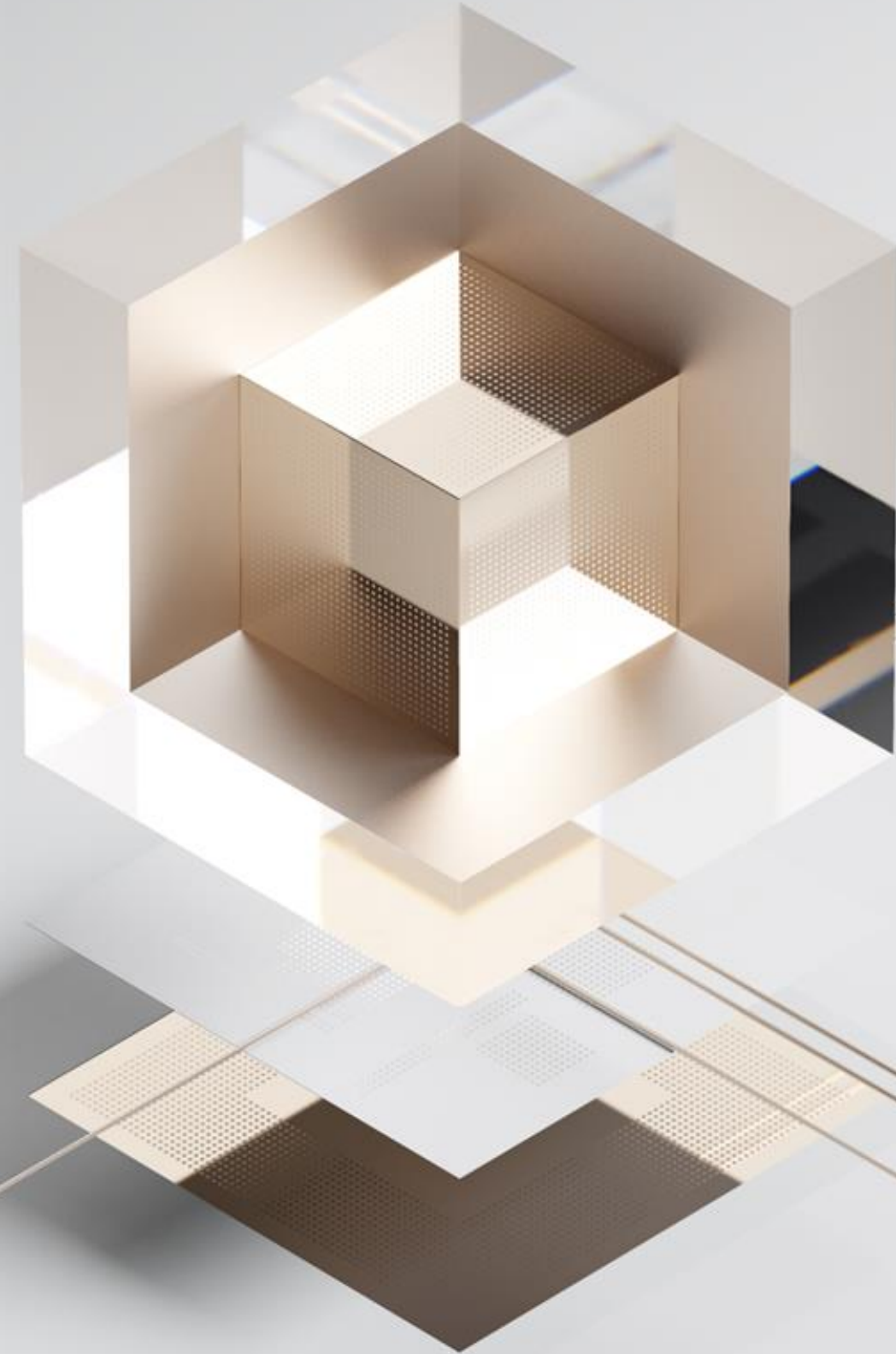


February 19, 2026

Root Cause Analysis & Mitigation Plan



Agenda

Incident summary

Incident impact

Root cause analysis

Incident timeline

Piano solutions

Summary

Incident date

February 19, 2026

Affected software modules

Amplifier (Socialflow)

Affected environment or location

All clients

Incident scope

Partial Outage

Incident duration

10h 45 min (total duration)

Impact

Incident severity

Major

Impact description

On February 19, 2026, clients experienced significant service disruption affecting the Web UI. The impact occurred in two distinct phases: a moderate disruption between 09:00–10:00 AM UTC, and a more severe outage between 6:30–8:00 PM UTC.

During these periods, the Compose Box was either unavailable or unreliable, preventing users from publishing content manually. Additionally, users experienced slow page loads, timeouts, and connection errors when accessing the Web UI.

Root cause

The service disruption was caused by a planned hardware resource change implemented on the Web UI backend at 08:45 UTC. The new configuration did not provide adequate resources to handle normal traffic loads, resulting in upstream connection saturation and "connection refused per upstream" errors.

The issue was first reported by clients at 18:35 UTC during the more severe impact phase. Our engineering team immediately investigated and identified the hardware configuration change as the root cause. The service was restored at 19:30 UTC by rolling back to the previous hardware configuration.

To prevent similar incidents and improve our response capabilities, we have implemented the following measures:

- **Enhanced Monitoring:** Lowered alerting thresholds for HTTP connection errors to enable earlier detection of service degradation.
- **Improved Change Management:** Enhanced monitoring and visibility protocols for infrastructure changes to support faster identification and correlation of performance issues.
- **Strengthened Testing Procedures:** Implemented comprehensive load testing requirements for dependent services to validate capacity under both expected and peak traffic conditions before deploying configuration changes.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	08:45	Hardware resource configuration change implemented
590	18:35	Client reports received regarding degraded Web UI performance
635	19:20	Hardware configuration rollback initiated
645	19:30	Service performance restored and connection issues resolved

Piano solutions and corrective measures

1) Lowered alerting threshold for HTTP connection errors to catch degraded states earlier

Status

Done

2) Enhanced visibility of certain anomalies after applied infrastructure changes

Status

Done

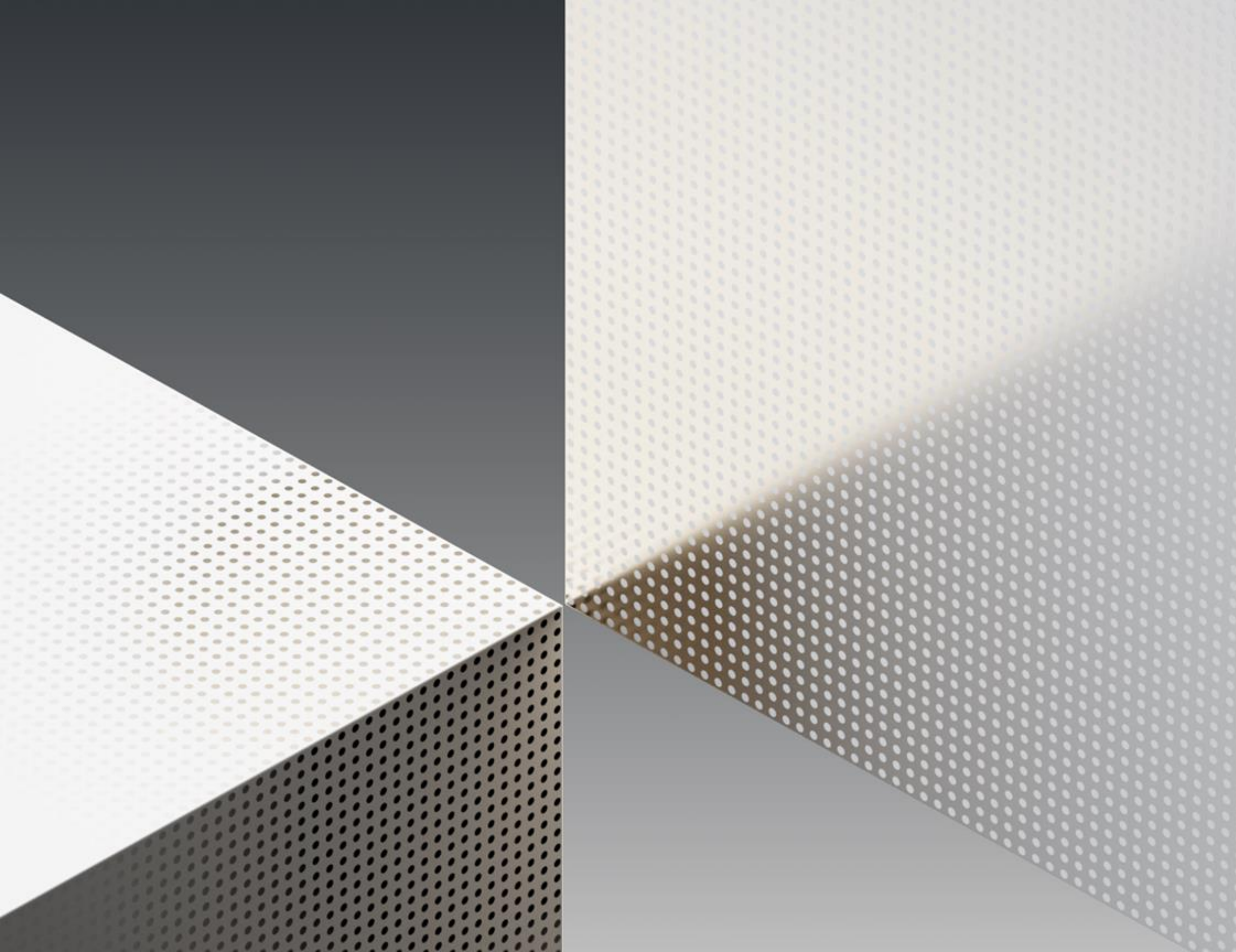
3) Improve load testing on subsequent services to validate if they can sustain peak traffic levels

Status

In Progress

Estimated delivery date

March 2026



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ANALYTICS + ACTIVATION

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