

Root Cause Analysis:

US Stack Involuntary Database Reboot

The following is a detailed accounting of the service outage that occurred on 1/5/2023.

Root Cause Analysis Summary

Event Date	January 5, 2023
Event Start	12:29 AM MST
Time Detected	12:30 AM MST
Time Resolved	12:39 AM MST
Event End Time	12:40 AM MST
Root Cause	A hardware or software error on the virtual machine hypervisor hosted by our provider caused the database virtual machine to become unavailable.
Customer Impact	No issues were reported by customers.