

Root Cause Analysis:

Container Engine Auto Upgrade

The following is a detailed accounting of the service outage that occurred on 1/9/2023.

Root Cause Analysis Summary

Event Date	1/9/2023
Event Start	2:50 PM MST
Time Detected	2:52 PM MST
Time Resolved	2:55 PM MST
Event End Time	2:55 PM MST
Root Cause	An unscheduled update by our hosting provider to our container orchestration engine caused some functionality to momentarily become unavailable.
Customer Impact	No reported issues. This would have manifested itself as potential failure to log in or certain pages like Capacity Planning, or certain reports loading slower than normal or possibly failing to load.

Future Preventative Measures

Actions that should be taken to prevent this Event in the future.

Actions	Description
Pin container engine version	This will prevent upgrades of supported version, but if the version becomes unsupported by our hosting provider it will get upgraded. We have a 29 day notification for if this is about to happen.
Multi-pod reverse proxy ingress	Run ingress reverse proxy in a multi pod configuration so a node getting upgraded doesn't cut traffic.