

# Root Cause Analysis:

## Email Delay

The following is a detailed accounting of the service outage that occurred on from 8/11/2023 to 8/17/2023.

### Root Cause Analysis Summary

<b>Event Date</b>	8/11/2023 - 8/17/2023
<b>Event Start</b>	8/11/2023 09:54 AM MDT
<b>Time Detected</b>	8/17/2023 12:51 PM MDT
<b>Time Resolved</b>	8/17/2023 8:30 PM MDT
<b>Event End Time</b>	8/17/2023 8:30 PM MDT
<b>Root Cause</b>	Each of our application servers hosts its own mail server. A security update to the mail server configuration was made however the change did not get pushed to every application server's mail server.
<b>Customer Impact</b>	Customers did not receive consistent email notifications.

### Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Create monitoring around mail queues	Mail queues on both the mail relay servers and its clients should be monitored
Apply provision instances to all hosts	Do this as a one time deal to make sure ALL datastores and services hosts have received updated base configs
Spike: Apply provision instances to all hosts on a cadence	Investigate what it would take and the appropriate strategies for applying this configuration on a cadence
Bring more issues/questions to SoS	Working agreement: If customer cases are received and no clear resolution or cause, bring the issue/question to SoS to bring to a wider audience sooner.