

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

Event Date	8/11/2023 - 8/17/2023
Event Start	8/11/2023 09:54 AM MDT
Time Detected	8/17/2023 12:51 PM MDT
Time Resolved	8/17/2023 8:30 PM MDT
Event End Time	8/17/2023 8:30 PM MDT
Root Cause	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.
Customer Impact	Customers did not receive consistent email notifications.

Future Preventative Measures

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

Actions	Description
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.