SaaS Solutions from CA Technologies – Root Cause Analysis

CA supporting cross-functional teams have conducted a root cause analysis on the event reported. This report captures the findings and provides an insight into:

- Causes that contributed to the recent event observed.
- Corrective actions taken by CA support team to remediate.

Summary

Product/Service Impacted	Flowdock	**Incident ID Number**	N/A
Type of Outage	☐Unplanned Outage ☐Performance Degradation ☒Other	**Time when detected**	2017-03-21 04:39 PST
		Time when resolved	2017-03-22 06:45 PST
Affected Components and/or Applications			
Impact to Customer	Users were unable to post images in Flowdock, and some user were unable to log into Flowdock		

Root Cause Analysis

☒	Application	The libc.so.6 library ABI was broken in a security patch, unintentionally. This broke some application DNS lookups on Ubuntu hosts. More info at https://www.ubuntu.com/usn/usn-3239-2/ Duration ~4 hours on 3/21, ~45 minutes on 3/22.
☐	Database	
☐	Hardware	
☐	Network	
☐	Product Defect	
☐	Third Party/Vendor	
☐	Configuration/Process	
☐	Other	

Recovery Details

Rolled back application to previous build.

Immediate Mitigation Steps

☐	Replaced Hardware	The following immediate migration steps were taken: Restarted the app, which resulted in name lookups working again for ~20 hours. Updated glibc package from Ubuntu, which should solve the problem going forward. Did not need to restart the streaming servers.
☒	Configuration Changes	
☐	Procedural Changes	
☐	Other	

Long Term Preventative Measures

☒	Architecture/Infrastructure Change	The following long term prevention measures will be implemented: 1. Improve monitoring - We could simulate user interactions with Flowdock via our monitoring in order to catch partial failures in the future. 2. Status page updates - Determine who and when we post to status page. 3. Look at out of band communication concerns as we use Flowdock to communicate. Add paging information to Flowdock team documentation.
☐	Product/Feature Enhancement	
☒	Procedure/Process Changes	
☐	Monitoring/Alerting Change	
☐	Other	

☐	N/A	