

# Root Cause Analysis: EMEA Service Degraded

The following is a detailed accounting of the SSO deep linking issue that occurred on 9/20/2023.

## Root Cause Analysis Summary

Event Date	1/24/2024
Event Start	1/24/2024 12:45 AM MST
Time Detected	1/24/2024 12:45 AM MST
Time Resolved	1/24/2024 02:19 AM MST
Event End Time	1/24/2024 02:26 AM MST
Root Cause	Limited number of Database connections available caused instability.
Customer Impact	EMEA users seeing performance issues

## Future Preventative Measures

As part of our post-event retrospective process we have identified improvements to our testing plan that will help prevent future occurrences of this issue.