8x8

Root Cause Analysis Report

Issue Description	Internal service errors on 8x8 traffic towards Europe
Incident Start Time	15 Aug 2022 at 12:28 GMT
Incident End Time	15 Aug 2022 at 14:15 GMT
Priority	1 (URGENT)
Business Impact	Multiple customers were impacted by SMS delivery failure towards Europe traffic.
Case Summary	8x8 team received an alert again for rejected messages towards multiple Europe countries. - Case was escalated to the highest level of 8x8 Technical Support. 8x8 Technical Support team investigated the issue and found the issue was related to a temporary connection issue on UK SMPP nodes which caused some messages to get thrashed. - Issue resolved after 8x8 Technical Support team has adjusted the configuration system and stabilize the connection. 8x8 Technical Support team conducted the tests, and the messages were able to deliver without any issue. We can see all the traffics have been successfully delivered.
Root Cause	There was a temporary connection issue on UK SMPP nodes which caused some messages to get thrashed.
Resolution	8x8 Technical Support team has adjusted the configuration system and stabilize the connection.
Recommendation & Preventive Measurement	Additional platform monitoring alerts added for faster discovery of the source of failure.