

**Root Cause Analysis Report**



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| **Issue Description** | Delay in sending Delivery Receipt (DR) and Mobile Termination (MT) |
| **Incident Start Time** | 08 Sept 2022 at 13:48 GMT+8 |
| **Incident End Time** | 08 Sept 2022 at 16:15 GMT+8 |
| **Priority** | 1 (URGENT) |
| **Business Impact** | We experienced 3 hours degradation of response time on Primary DataBase server that affected SMS Platform degradation, causing delayed in providing Delivery Receipt (DR) and slight delayed in sending messages. |
| **Case Summary** | * 8x8 team received an alert of slow processing time in primary DataBase (DB) server. * Case was escalated to the highest level of 8x8 Technical Support. * 8x8 Technical Support Level 3 team investigated the issue and found the DR and logs functionality were impacted. DR processing grew to 50 minutes processing time. * 8x8 team started to kill all active DB calls to clear possible locking (unplugged ETL and any non-core maintenance job). Service was restarted, as some of active connection looks sleeping but still active. * 8x8 team then killed 1000 of sleeping active connection and started upscale of primary SQL node. * Failed over to secondary Server (response time starts to stabilize) and maintenance started on primary node. * Switched over back to primary DB, restarted maintenance SQL job and ETL. Service resumed to normal. |
| **Root Cause** | There was a underlying hardware issue and SQL server engine stuck, starting with a blank page helps. |
| **Resolution** | 8x8 Technical Support team has adjusted the configuration system and SQL server engine rebooted due to idle process. |
| **Recommendation & Preventive Measurement** | Additional platform monitoring alerts added for faster discovery of the source of failure. |