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Troubleshooting

**Situation**: Front end portal is uses Azure Function app for send sms functionality in recent project and that feature is not working

**Task**: Need to identify the issue and resolve the P1 incident while performing root cause analysis

**Action**: As part of platform engineering team, I was the point of contact of P1 incidents if arises. A email has popped to me saying there is an critical p1 issue and users where not able to receive sms from the web portal. As soon as I got the email, I have setup an adhoc priority call with all leading stakeholders like security lead, application lead, pmo and Service delivery manager to understand where the issue falls under, which part of the application does this send sms feature utilise what underlying resources it is linked to etc. As the send sms is an on-demand feature, developers has used Azure serverless feature like Azure Function App. It is very clear that there is an issue with Azure function app and it falls under platform engineering team.

First thing I was looking for is to check any other services are affected with this issue. Checked Azure Status page for North Europe to see if Function service is down, that was not the case but interestingly in Downdetector page users started reporting. Went through Azure settings to see if there is any configuration miss match. Had a call with developer to check if there is any changes in the last deployment which is affecting feature, went through last deployment DevOps pipeline to identify any changes. At that time, we were using Azure function latest version. Verified with testing team if this is the case in test environment and got confirmation that everything seems normal. I have restarted the Function app to see if that helps but it didn’t. I have downgraded the runtime version and restarted the app and it has started working. But that is temporary solution and as a platform engineer team member I need to ensure all resources are up and running. I have raised and ticket with Microsoft to report the same issue within an hour Microsoft them self has confirmed that they is issue with the latest version as they have rolled out an feature and which has affected the function apps and the fix is to downgrade the version and gradly I have figured it out before they said and ultimately saved a lot to time and customer were happy

**Result**: As the result after a day Microsoft has rollback the feature then I have changed the version to latest and sendsms feature was working as expected. My proactiveness while troubleshooting the issues had help whole team to save time and ultimately team was happy.